

2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Program

Client Satisfaction Survey Results



2008 Washington State Medicaid Aging and Disability Services Administration
Chronic Care Management Project Client Satisfaction Survey

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

Table of Contents

• <i>Acknowledgments</i>	1
• <i>Introduction</i>	2 - 3
Project Background	
Project Goals	
• <i>How to Use This Report</i>	3 - 5
PAM-13© activation stages	
What do the bar graphs tell you?	
Statistical significance	
Limitations	
• <i>Summary of Statistically Significant Results</i>	6
• <i>Bar Charts – Core Questions, CAHPS</i>	7 – 18
Ratings	
How people rate their health care	7
How people rate their personal doctor or nurse	8
How people rate the specialist they saw most often	9
CAHPS Composites	
Getting care without long waits	10 - 13
How well doctors communicate.....	14 – 18
• <i>Bar Charts –Supplemental Questions, CAHPS</i>	19 – 31
Your Personal Doctor	
How often doctor talks about prevention.....	19
Does doctor understand how health affects daily life	20
How often doctor seems informed about care from other doctors	21
How often pain limits abilities.....	22
Does doctor understand impact of pain on life.....	23
How often fatigue limits abilities	24
Does doctor understand impact of fatigue on life	25
Your Specialists	
Made appointments with specialist	26
How easy to get appointments with specialist	27
Utilization	
How many specialists seen.....	28
How many time visited personal doctor	29
How many times visited doctor’s office or clinic	30
Obtained care from doctor besides personal doctor	31
• <i>Bar Charts – HEDIS Questions, CAHPS</i>	32 – 36
Flu Shot	
Had flu shot	32
Tobacco use	
How often smoke cigarettes	33
How often chew tobacco	34
Quit tobacco products.....	35
Reduced tobacco product use.....	36

• <i>Bar Charts – Screener Questions for Chronic Conditions, CAHPS/DSHS</i>	37 – 40
Seen doctor three or more times	37
Has condition that lasted at least three months	38
Takes prescription medicine	39
Ability to care for self compared to six months ago (DSHS)	40
• <i>Bar Charts – Client Satisfaction Questionnaire (CSQ-8©)</i>	41 - 48
Quality of service.....	41
Service meets needs.....	42
Program meets needs	43
Recommend program to a friend	44
Satisfied with amount of help	45
Services help deal with problems	46
Rating service satisfaction	47
Return to program if needed	48
• <i>Bar Charts – EQ-5D Health Status</i>	49 - 53
Mobility	49
Self-care.....	50
Perform usual activities	51
Discomfort.....	52
Anxiety/Depression	53
• <i>Bar Charts – Patient Activation Measures (PAM-13©)</i>	54 – 67
PAM-13 activation stage (composite of 13-items)	54
Responsible for taking care of own health problems.....	55
Active role is most important thing affecting health	56
Confident can help prevent health problems	57
Knows what prescribed medications do	58
Confident can tell when to contact doctor	59
Confident can tell doctor concerns	60
Confident can follow through on treatments at home	61
Understand health problems and causes.....	62
Knows available treatments.....	63
Ability to maintain lifestyle change	64
Knows how to prevent further problems	65
Confident can find solutions to new health problems	66
Confident can maintain lifestyle changes.....	67
• <i>Bar Charts – Nurse Case Manager Questions (enrolled clients), DSHS</i>	68 – 72
Has a nurse case manager.....	68
Nurse talks about managing pain	69
Nurse gives information to quit tobacco use	70
Information to quit smoking helped	71
How often nurse was helpful	72
• <i>Bar Charts – Demographics Questions, CAHPS</i>	73 – 75
Rate overall health	73
Age.....	74
Education.....	75

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- Dan Murphy, Office Chief

From the Health and Recovery Services Administration (HRSA):

- Shirley Munkberg, Acting Office Chief, Office of Quality and Care Management

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- Qualis Health coordinated with DataStat, Inc., a survey research organization located in Ann Arbor, Michigan, to collect the mail and telephone survey responses.

Sincerely,

Candace Goehring
Unit Manager, Home and Community Programs
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Dan Murphy
Office Chief
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Introduction

This report is designed to enable the Aging and Disability Services Administration (ADSA), Washington Chronic Care Management Program vendors, and other organizations to monitor and evaluate the performance of the Aging and Disability Services Administration Chronic Care Management Project. A client satisfaction survey was conducted and the responses of adults enrolled in Medicaid regarding their experiences with their health care services were analyzed. Medicaid recipients from each of the three program groups—randomized to participate *and* successfully enrolled in the project (“Enrolled”), randomized to participate but not successfully enrolled (“Not Enrolled”), and randomized to the control group—were surveyed and the results are presented here. Details of the survey administration, sampling, response rates, and weighting can be found in the Detailed Methodology Report.

This report describes the background of the questionnaire, which includes questions from the Medicaid Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey, the 8-element Client Satisfaction Questionnaire© (CSQ-8), the 13-element Patient Activation Measure© (PAM-13), the 5-element EQ-5D, and questions developed by the WA Department of Social and Health Services (DSHS). A description of project goals and how to interpret the results is also included.

Project Background

This client satisfaction survey project used questions from 4 survey instruments: CAHPS® survey, PAM-13©, CSQ-8©, and EQ-5D. DSHS also included questions developed by department staff.

The CAHPS survey tools were developed under cooperative agreements by Harvard Medical School, the RAND Institute, the Research Triangle Institute, and the Agency for Healthcare Research and Quality. HRSA has administered a version of CAHPS for various programs in Washington State for the past 12 years, although this is the first year a CAHPS survey has been used for the King County Local Chronic Care Management Program. In CAHPS surveys, respondents provide information about their experiences with various aspects of medical care, including:

- Getting care that is needed
- Getting care without long waits
- How well doctors communicate
- How people rated their health care
- How people rated their personal doctor or nurse
- How people rated the specialist they saw most often

The PAM-13© was developed at the University of Oregon Eugene by Judith H Hibbard, Eldon R Mahoney, Jean Stockard, and Martin Tusler. The PAM-13© is constructed to measure the level of patient activation in their own health care. The CSQ-8© was developed at the University of California San Francisco by Drs. Clifford Attkisson and Daniel Larsen in collaboration with Drs. William A. Hargreaves, Maurice LeVois, Tuan Nguyen, Robert E. Roberts, and Bruce Stegner. The CSQ-8© instrument is constructed to measure general satisfaction with services received by individuals and families. The EQ-5D is a widely used instrument to describe generic health status in terms of 5 dimensions:

- Mobility
- Self-care
- Usual activities
- Pain/discomfort
- Anxiety/depression

Each dimension comprises 3 levels, indicating no problems, some or moderate problems, and extreme problems. Assessing the percentage of enrollees who are in poor health or who have chronic conditions is important to ensure adequate provider access, appropriate range of services, and financing for health services. Details of EQ-5D development and current status may be found online at <http://www.euroqol.org/>.

A copy of the 2008 survey instrument is included at the end of this report in Appendix A.

Project Goals

The primary goal of the Medicaid client satisfaction survey project is to provide timely information to the ADSA, Washington Chronic Care Management Program to assist in evaluating the quality of the Intensive Chronic Care Management Program. This information was collected through mail and telephone surveys that assessed clients' experiences with the health care and services they received through either standard Medicaid services or, if enrolled, the Intensive Chronic Care Management Program.

How to Use This Report

This report is designed to allow the ADSA and other stakeholders to identify key opportunities to improve clients' health care experiences. This report includes data from two Medicaid subpopulations: those randomized to the Intensive Chronic Care Management Program ("Treatment"), and those randomized to a control group. A total of 568 surveys (46.9%) out of a sample frame of 1,212 eligible enrollees met completeness criteria for inclusion in this report by answering at least 1 question in the survey.

Results are displayed in a graphical format with 1 question per page. The first line of the page heading displays the program name (Aging and Disability Services Administration Chronic Care Management Project). The second line lists the question source (e.g., CAHPS, PAM-13©). The third line is a brief description of the question category (e.g., Your Personal Doctor, Utilization, Flu Shot) along with the question number from the original questionnaire.

PAM-13© Activation Stages

Based on a national sample of 1,469, Insignia Health defined 4 stages of increasing patient activation as shown in the table below. A total is calculated for each respondent based on their responses to 13 individual questions. A response of "Strongly Disagree", "Disagree", "Agree", or "Strongly Agree" is awarded 1, 2, 3, or 4 points, respectively. For items with a response of "Not Applicable", the PAM raw score is the respondent's total score divided by the number of completed items and multiplied by 13. If the respondent did not respond "Not Applicable" to any item, the total is the PAM raw score.

PAM-13 Activation Stage Description

PAM Raw Score	Activation Stage	Definition	Percent of National Sample (n=1,469)
≤ 47.0	Stage 1	May not yet believe that the patient role is important	11.8%
47.1 to 55.1	Stage 2	Lacks confidence and knowledge to take action	29.3%
55.2 to 67.0	Stage 3	Beginning to take action	36.5%
≥ 67.1	Stage 4	May have difficulty maintaining behaviors over time	22.3%

What do the bar graphs tell you?

A series of bar graphs display survey results on pages 7-75. Each page represents results for 1 composite question or one question using 2 bar graphs; 1 for the treatment and 1 for the control group. The number of clients answering each question is included as a footnote to each graph.

Each bar graph is divided into 2-, 3-, or 4-response categories that represent the unadjusted percent response to 1 question or composite question for each subpopulation. The individual categories add up to 100%, although sections for some graphs may not appear to add up to 100% because of rounding of individual sections for display. Some responses were recoded down to 3 or 4 categories for easier visual interpretation. For example, the global rating scales of 0 – 10, the “How often” scales of never, sometimes, usually, always, and the CSQ-8© scales of 4 levels of agreement were recoded for display as 3 categories. Client age, educational level, and health care utilization questions were collapsed to 4 categories. The “N/A” responses of the PAM-13© individual questions and “don’t know” response to whether clients received a flu shot were ignored for display and statistical analysis. In no case did the “N/A” or “don’t know” response exceed 10% of the total responses for either subpopulation.

Statistical Significance

Stars were added to each bar chart in which the responses of clients in the treatment group were significantly different than the responses of clients in the control group. P-values less than or equal to 0.05 were considered significant. The number of stars added corresponds to the level of significance. Please refer to the legend on the individual graphs for more specific details. When the treatment and control group responses to a question were not statistically different from each other, no stars were added to the bar charts.

Limitations

People in worse health tend to report lower satisfaction and more problems with care than do people in better health. Older patients tend to report more satisfaction and fewer problems than do younger patients. There is some evidence that education level may affect scores as well, although the effects of age and education are not as strong as health status. Therefore, differences in client satisfaction may be due to sampling error or self-selection bias and not to differences in program quality or satisfaction.

Additionally, there is potential response bias in the survey results. The accuracy of these findings depends on how well respondents represent the overall population under study. If the 46.9% of clients that responded to the survey are systematically different than the study population, then conclusions drawn here may be incorrect

Finally, due to the study design, in which clients were randomized to the treatment and control groups prior to enrollment in the program, an intent-to-treat analysis was performed. This means a large percentage of those clients randomized to the treatment group (and analyzed as such) chose not to enroll in the program and therefore did not actually receive program services. If in fact the program was effective at improving clients' health care experiences and satisfaction, this would dilute the program effect and diminish the ability of this survey to detect statistically significant differences.

Summary of Statistically Significant Results

Statistically significant results of treatment and control group response comparisons are listed below.

More clients in the treatment group reported:

- An overall rating of 7-8 for their personal doctor
- “Usually” getting an appointment at a doctor’s office or clinic as soon as they thought they needed it
- That pain “Never or Sometimes” limited their ability to do the things they needed to do
- Having moderate pain or discomfort
- Strongly agreeing that they were responsible for taking care of their health problems.
- Having a “Fair” overall health rating
- “No change” in their overall ability to care for themselves compared to 6 months ago
- They had some problems with performing their usual activities
- Responses that classified them in PAM stage 3 “Beginning to take action”
- They “agree” that they know how to prevent further problems with their health
- That they held a 4-year college degree or more

More clients in the control group reported:

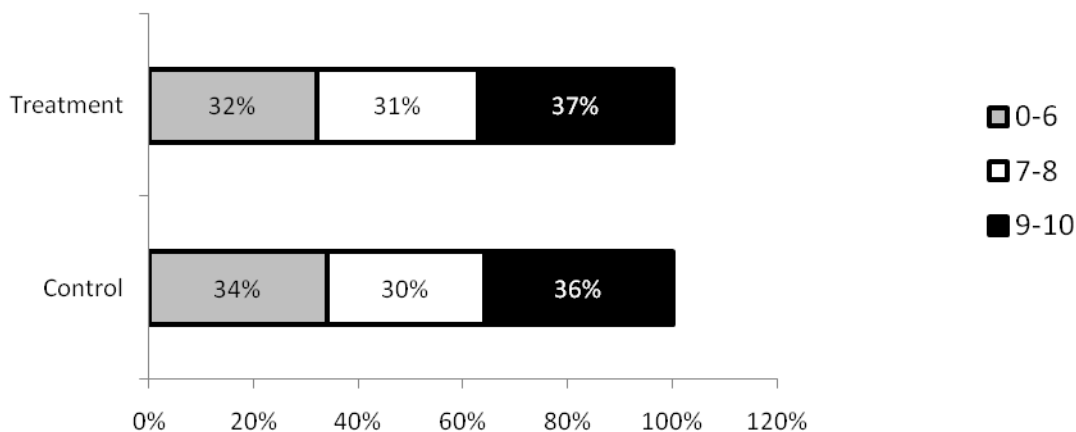
- An overall rating of 0-6 for their personal doctor
- “Never or Sometimes” getting an appointment at a doctor’s office or clinic as soon as they thought they needed it
- That pain “Usually” limited their ability to do the things they needed to do
- Visiting their personal doctor “10 or more” times in the last 6 months
- Reducing their smoking or use of tobacco products in the past year
- They needed more help caring for themselves compared to 6 months ago
- They were unable to perform their usual activities
- Responses that classified them in PAM stage 2 “Lacks confidence and knowledge to take action”
- They “disagree” that they know how to prevent further problems with their health
- The highest level of education they had completed was “some high school”

Aging and Disability Services Administration Chronic Care Management Project

Consumer Assessment of Healthcare Providers and Systems Core: Question 7

Rate Health Care

Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?



Results are based on 136 responses from the treatment group and 416 responses from the control group to this question. When weighted these responses represent 266 and 911 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

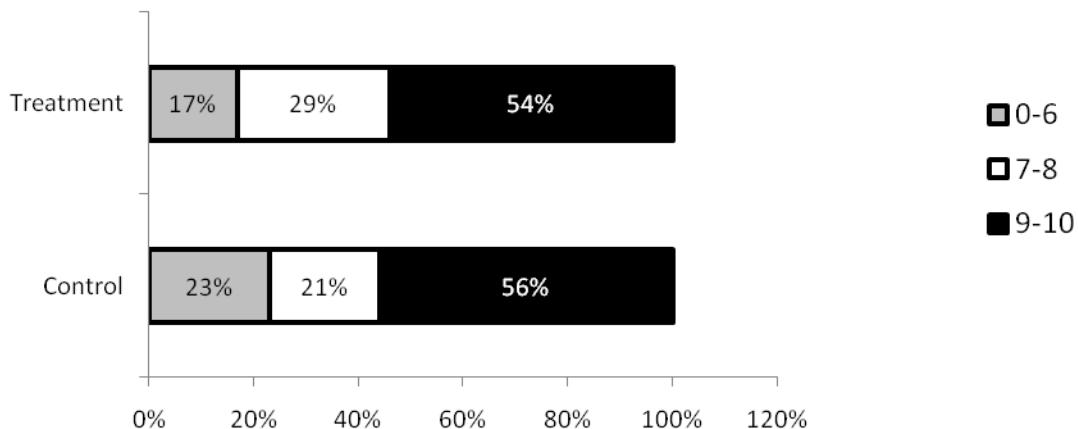
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Aging and Disability Services Administration Chronic Care Management Project Consumer Assessment of Healthcare Providers and Systems Core: Question 17

Rate Personal Doctor*

Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor or nurse?



*	Treatment and control responses differ significantly at the $p \leq 0.05$ level.
**	Treatment and control responses differ significantly at the $p \leq 0.01$ level.
***	Treatment and control responses differ significantly at the $p \leq 0.001$ level.

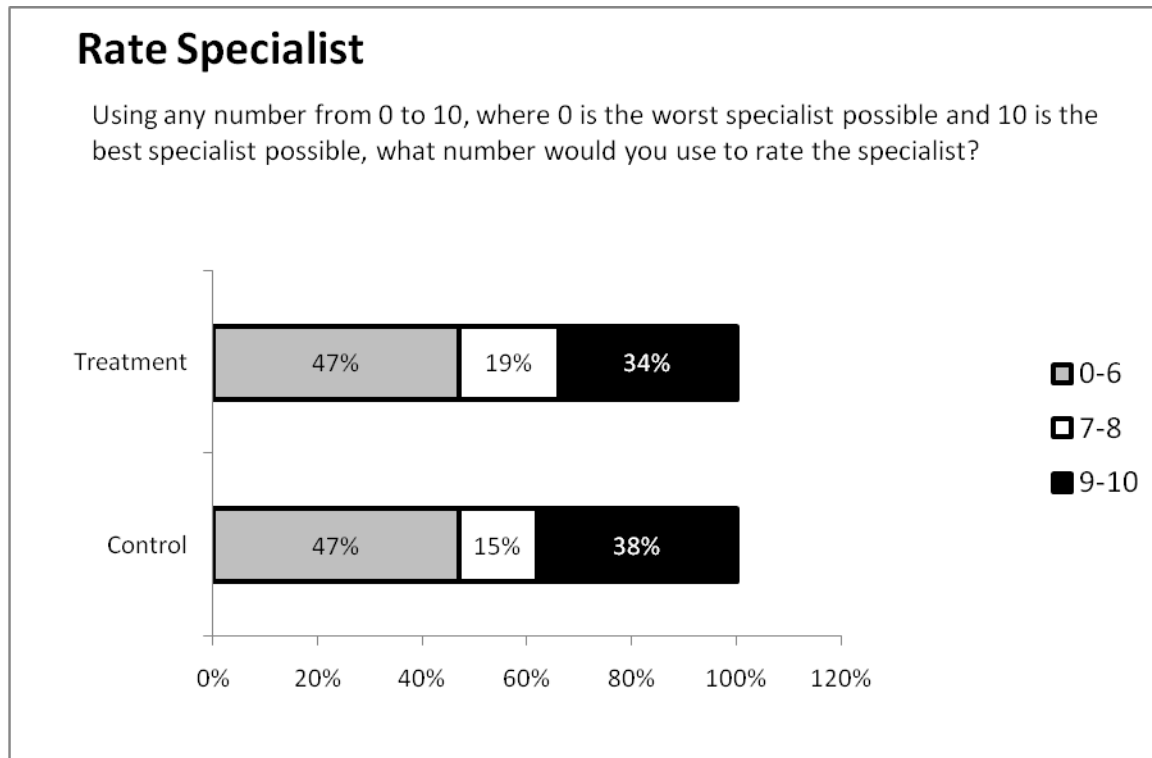
Results are based on 131 responses from the treatment group and 416 responses from the control group to this question. When weighted these responses represent 256 and 911 individuals in the treatment and control groups respectively.

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***Aging and Disability Services Administration
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Consumer Assessment of Healthcare Providers and Systems
Core: Question 31***



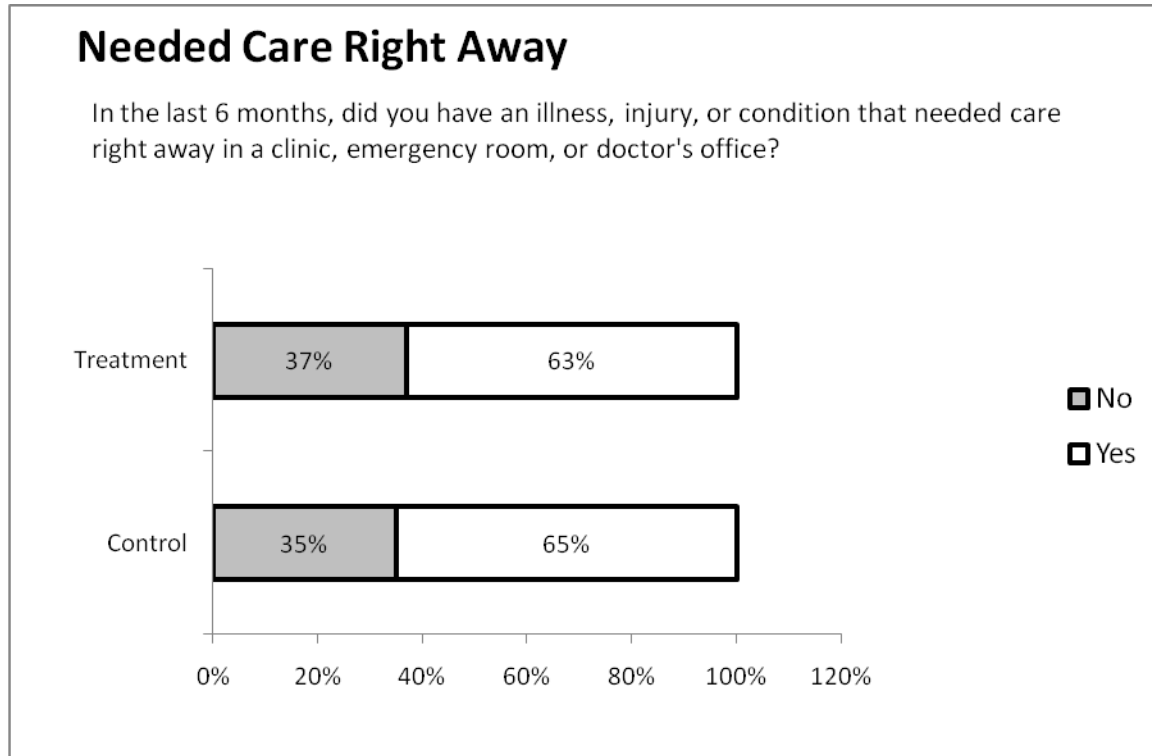
Results are based on 135 responses from the treatment group and 428 responses from the control group to this question. When weighted these responses represent 264 and 937 individuals in the treatment and control groups respectively.

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***Aging and Disability Services Administration
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Screener Getting Care without Long Waits: Question 1***



Results are based on 133 responses from the treatment group and 412 responses from the control group to this question. When weighted these responses represent 260 and 902 individuals in the treatment and control groups respectively.

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**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
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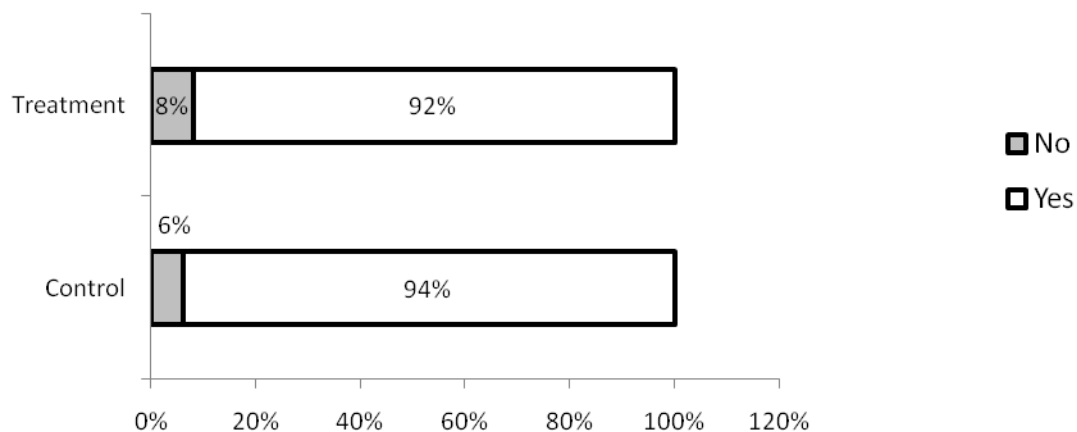
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Aging and Disability Services Administration Chronic Care Management Project

Consumer Assessment of Healthcare Providers and Systems Screener Getting Care without Long Waits: Question 3

Made Appointments at Doctor's Office

In the last 6 months, not counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic?



Results are based on 133 responses from the treatment group and 416 responses from the control group to this question. When weighted these responses represent 260 and 911 individuals in the treatment and control groups respectively.

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**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
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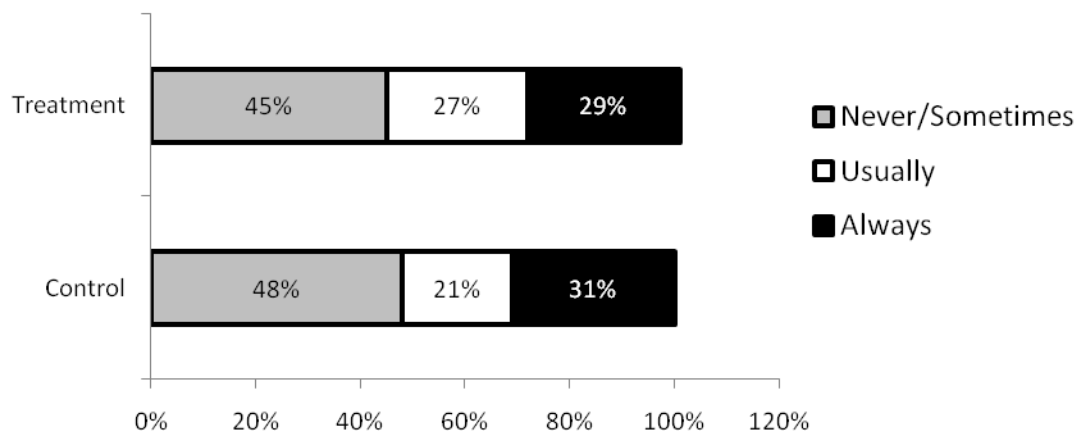
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Aging and Disability Services Administration Chronic Care Management Project

Consumer Assessment of Healthcare Providers and Systems Core: Question 2

Getting Care Without Long Waits

In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?



Results are based on 135 responses from the treatment group and 418 responses from the control group to this question. When weighted these responses represent 264 and 916 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

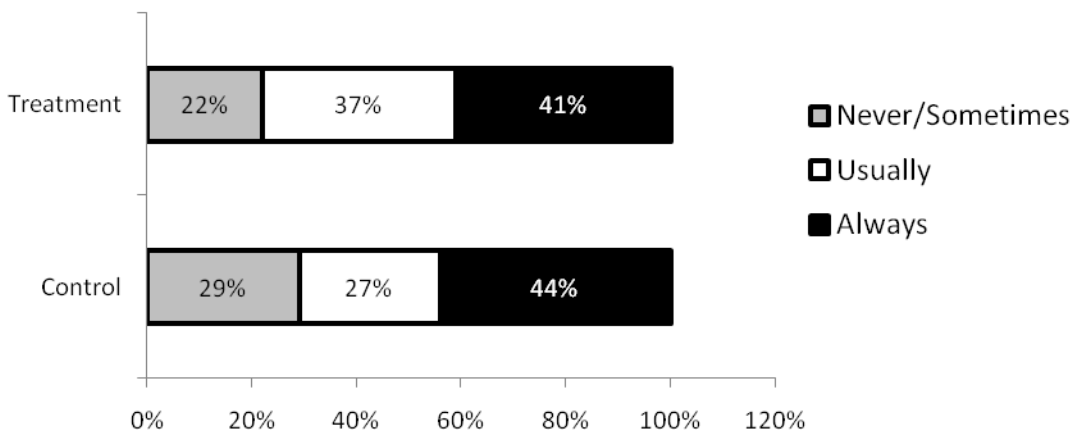
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Aging and Disability Services Administration Chronic Care Management Project Consumer Assessment of Healthcare Providers and Systems Core: Question 4

Getting Care Without Long Waits***

In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?



*	Treatment and control responses differ significantly at the $p \leq 0.05$ level.
**	Treatment and control responses differ significantly at the $p \leq 0.01$ level.
***	Treatment and control responses differ significantly at the $p \leq 0.001$ level.

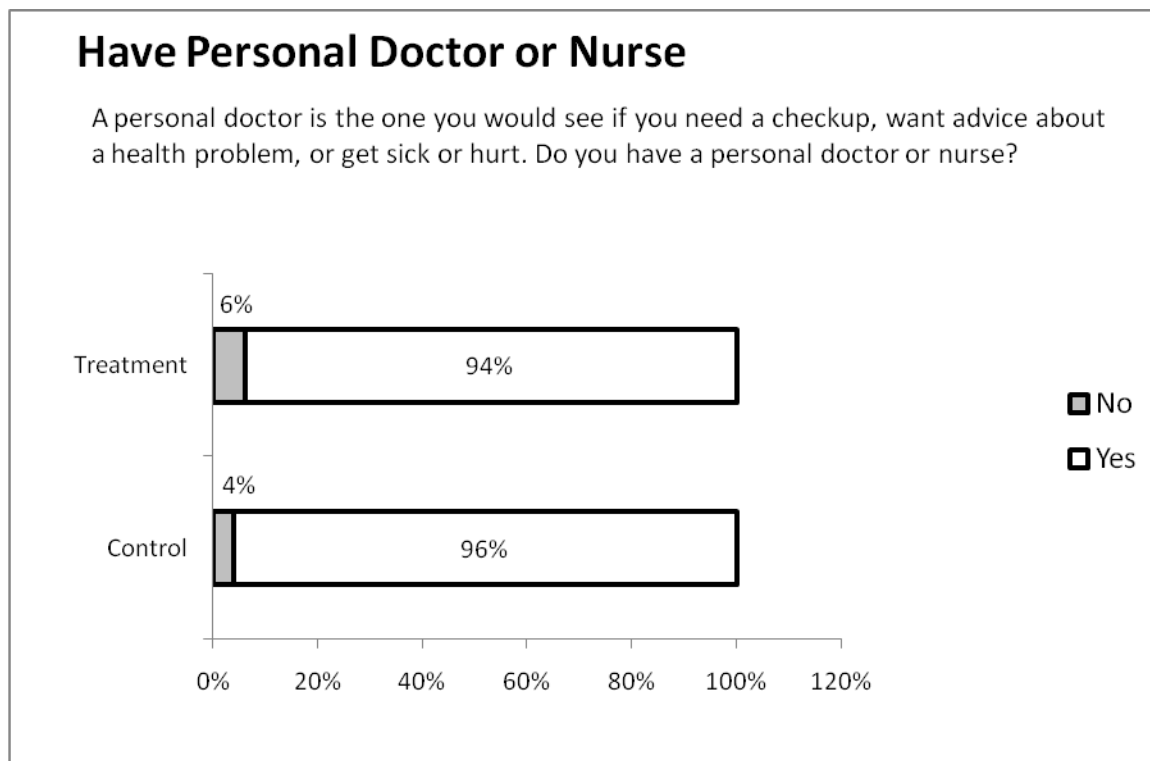
Results are based on 132 responses from the treatment group and 410 responses from the control group to this question. When weighted these responses represent 258 and 898 individuals in the treatment and control groups respectively.

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***Aging and Disability Services Administration
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Screener Your Personal Doctor: Question 8***



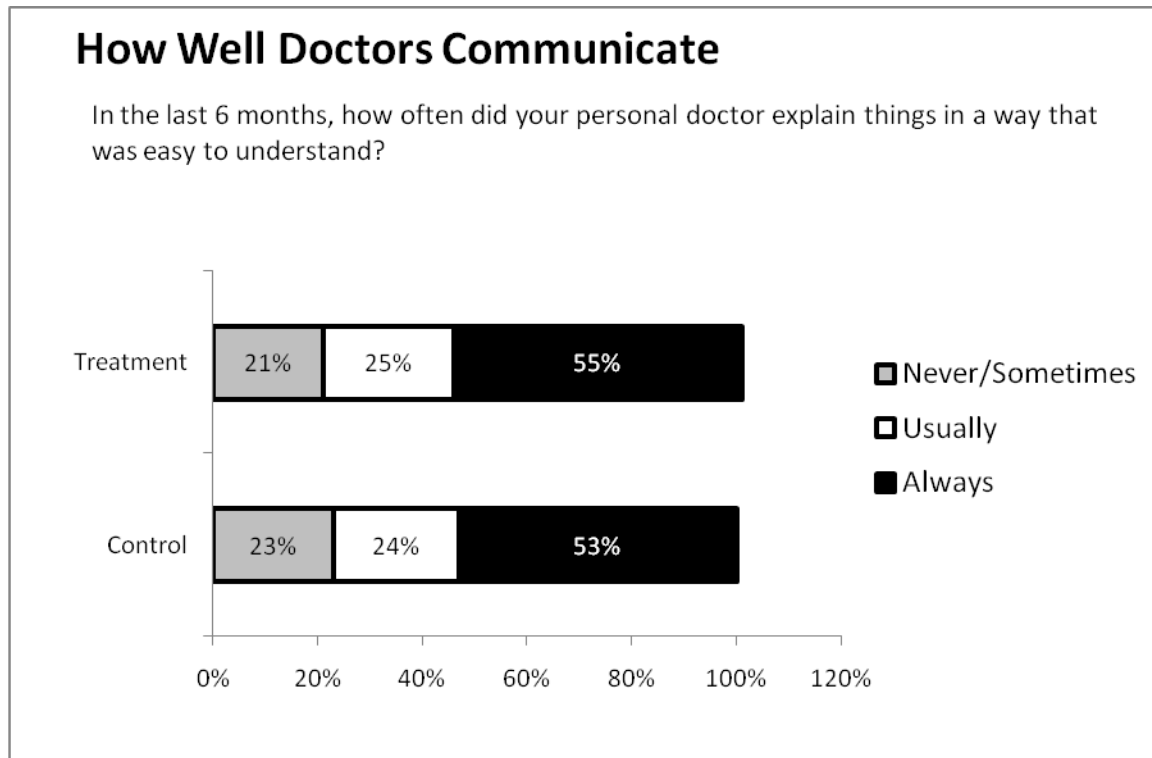
Results are based on 135 responses from the treatment group and 414 responses from the control group to this question. When weighted these responses represent 264 and 907 individuals in the treatment and control groups respectively.

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***Aging and Disability Services Administration
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Core: Question 11***



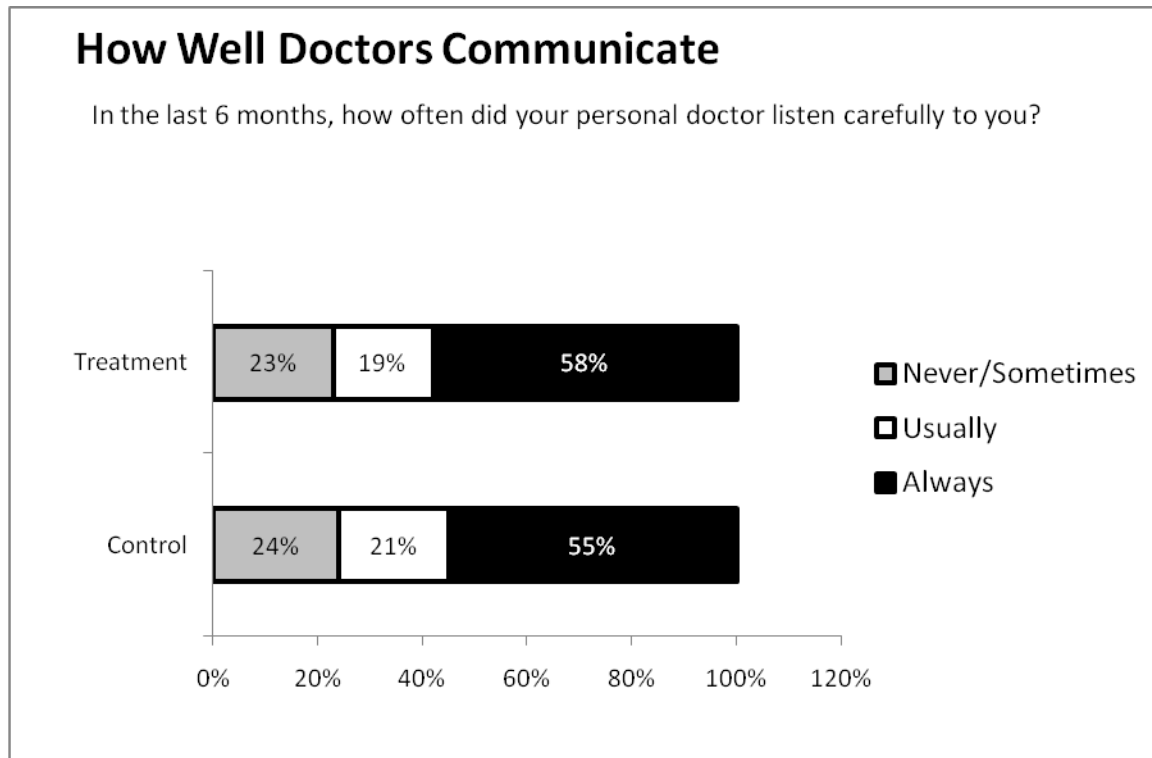
Results are based on 135 responses from the treatment group and 424 responses from the control group to this question. When weighted these responses represent 265 and 929 individuals in the treatment and control groups respectively.

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***Aging and Disability Services Administration
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Core: Question 12***



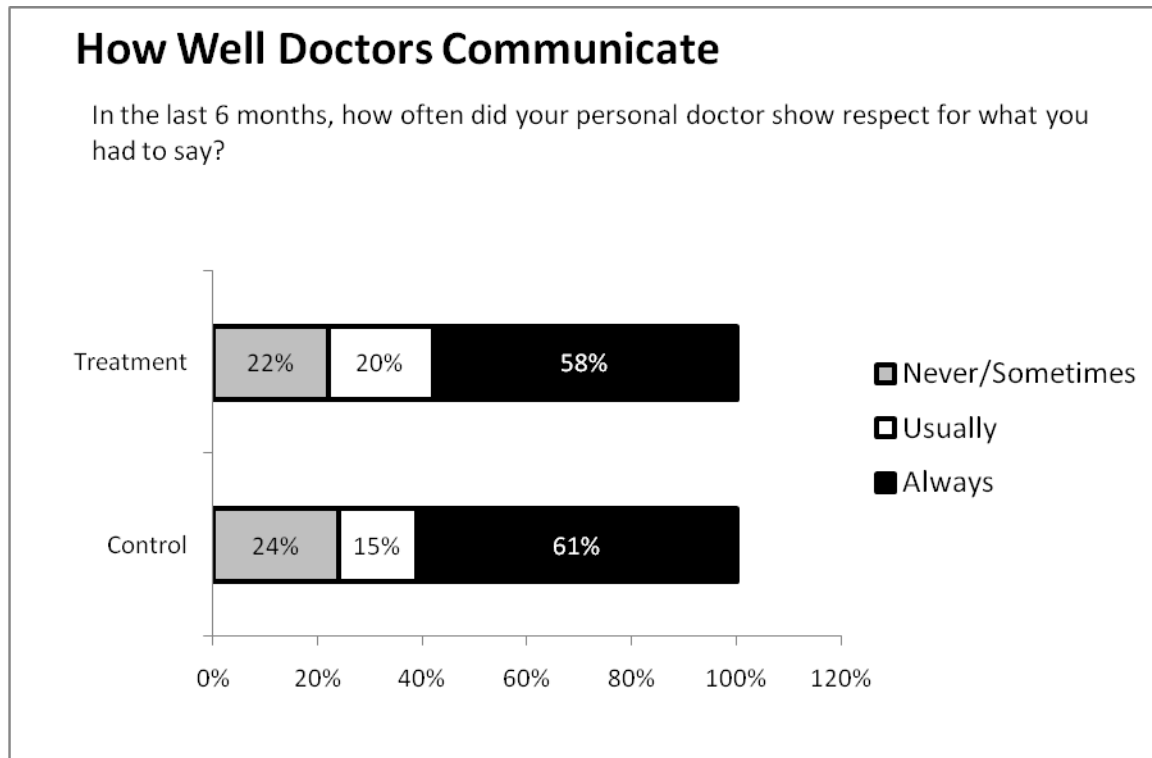
Results are based on 136 responses from the treatment group and 425 responses from the control group to this question. When weighted these responses represent 266 and 931 individuals in the treatment and control groups respectively.

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***Aging and Disability Services Administration
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Consumer Assessment of Healthcare Providers and Systems
Core: Question 13***



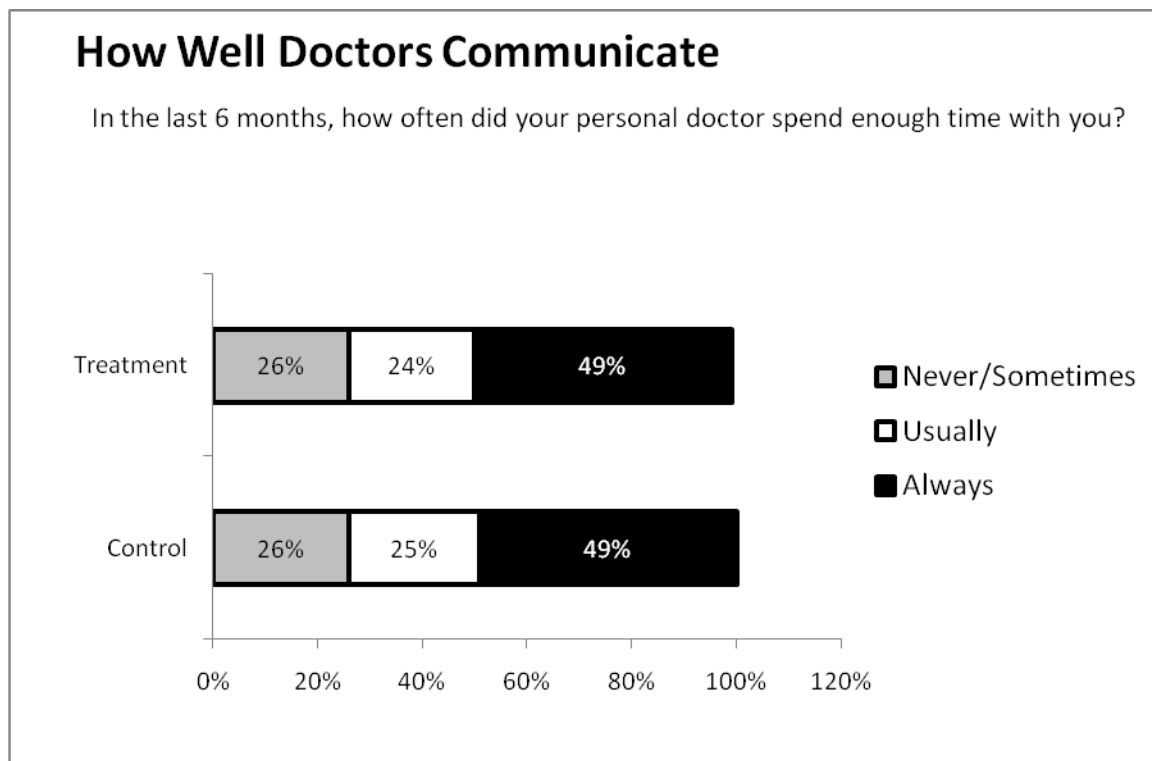
Results are based on 135 responses from the treatment group and 419 responses from the control group to this question. When weighted these responses represent 264 and 918 individuals in the treatment and control groups respectively.

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***Aging and Disability Services Administration
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Core: Question 14***



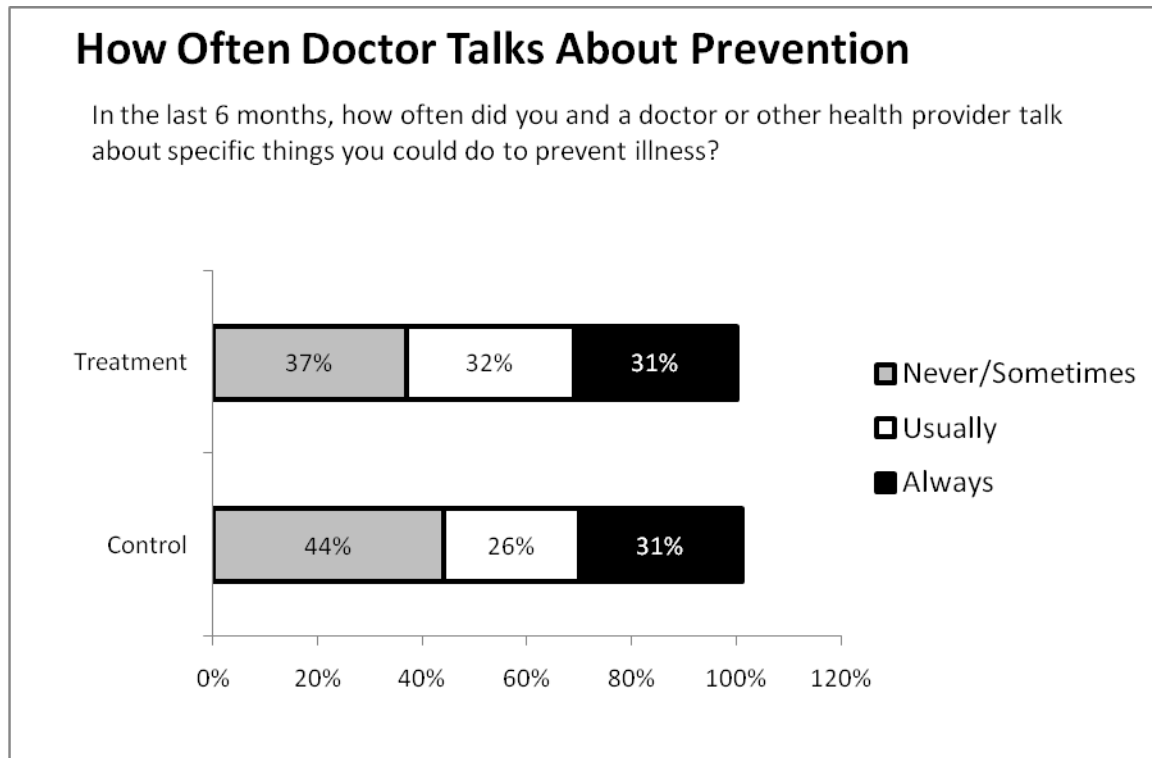
Results are based on 133 responses from the treatment group and 422 responses from the control group to this question. When weighted these responses represent 260 and 924 individuals in the treatment and control groups respectively.

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***Aging and Disability Services Administration
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Consumer Assessment of Healthcare Providers and Systems
Your Personal Doctor: Question 6***



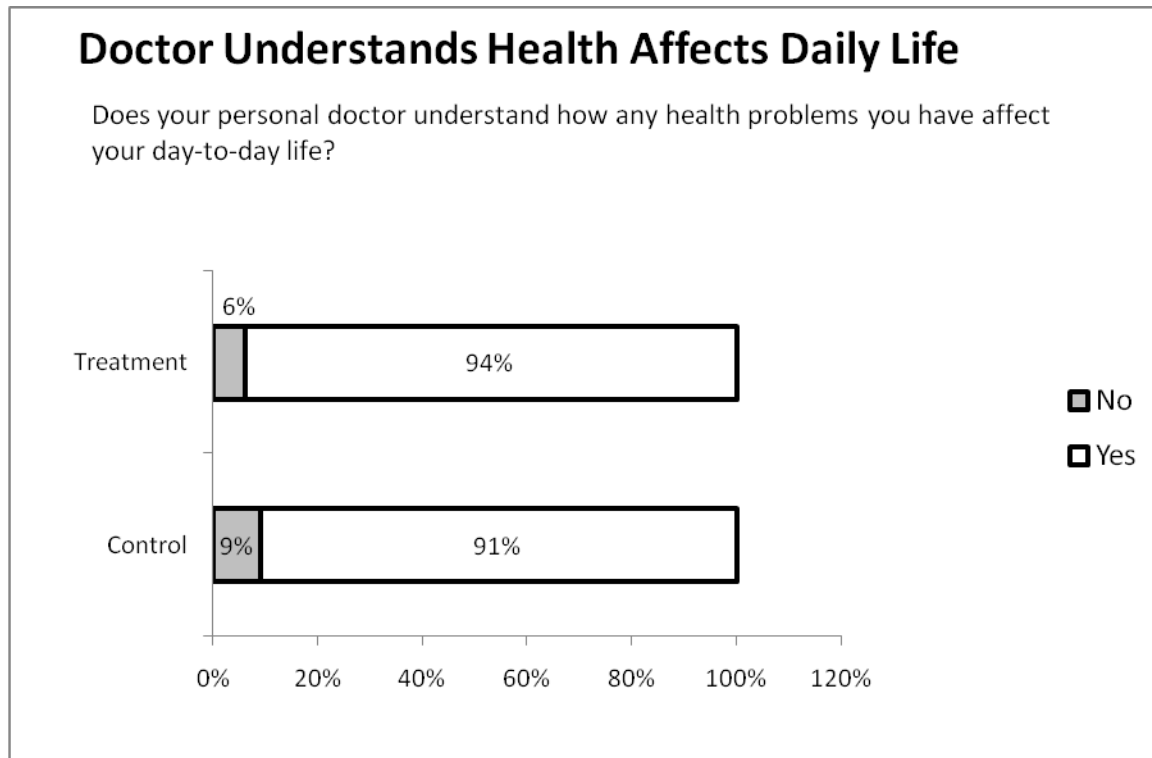
Results are based on 136 responses from the treatment group and 420 responses from the control group to this question. When weighted these responses represent 266 and 920 individuals in the treatment and control groups respectively.

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***Aging and Disability Services Administration
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Consumer Assessment of Healthcare Providers and Systems
Your Personal Doctor: Question 9***



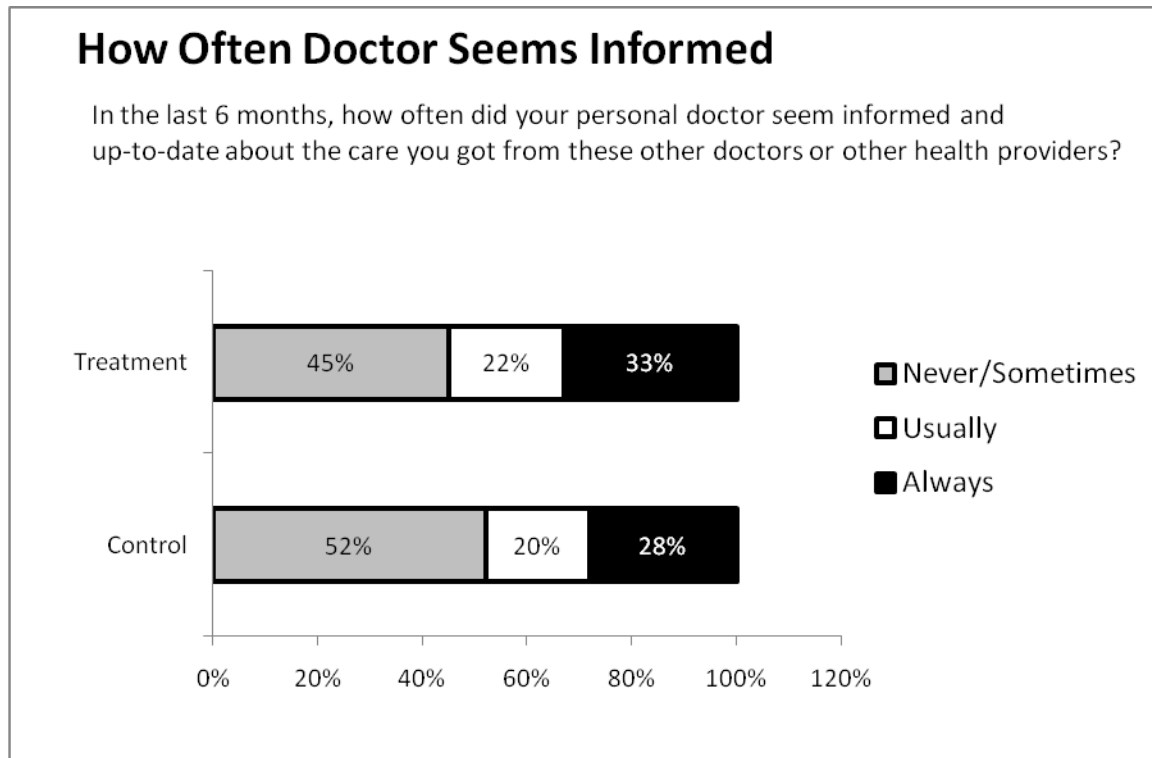
Results are based on 124 responses from the treatment group and 388 responses from the control group to this question. When weighted these responses represent 241 and 850 individuals in the treatment and control groups respectively.

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***Aging and Disability Services Administration
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Your Personal Doctor: Question 16***



Results are based on 136 responses from the treatment group and 425 responses from the control group to this question. When weighted these responses represent 266 and 931 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

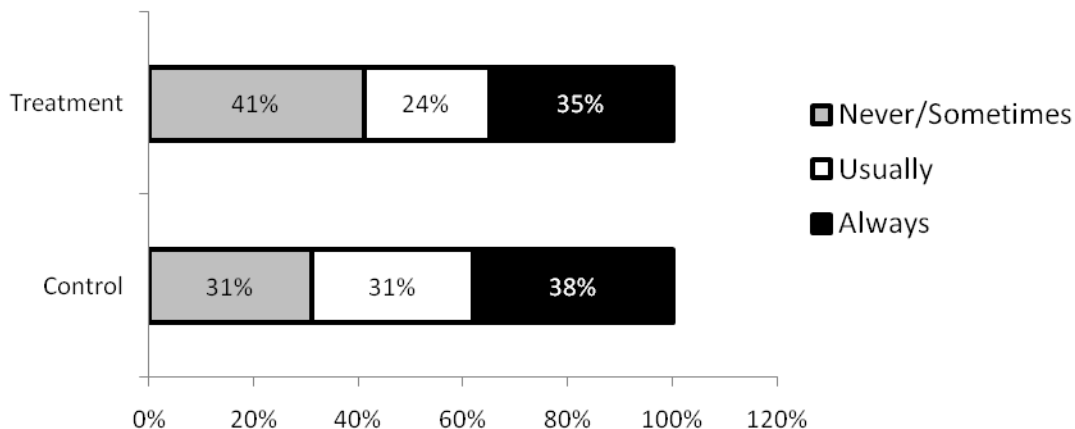
**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

Aging and Disability Services Administration Chronic Care Management Project Consumer Assessment of Healthcare Providers and Systems Your Personal Doctor: Question 18

How Often Pain Limits Abilities*

In the last 6 months, how often did pain limit your ability to do the things you needed to do?



*	Treatment and control responses differ significantly at the $p \leq 0.05$ level.
**	Treatment and control responses differ significantly at the $p \leq 0.01$ level.
***	Treatment and control responses differ significantly at the $p \leq 0.001$ level.

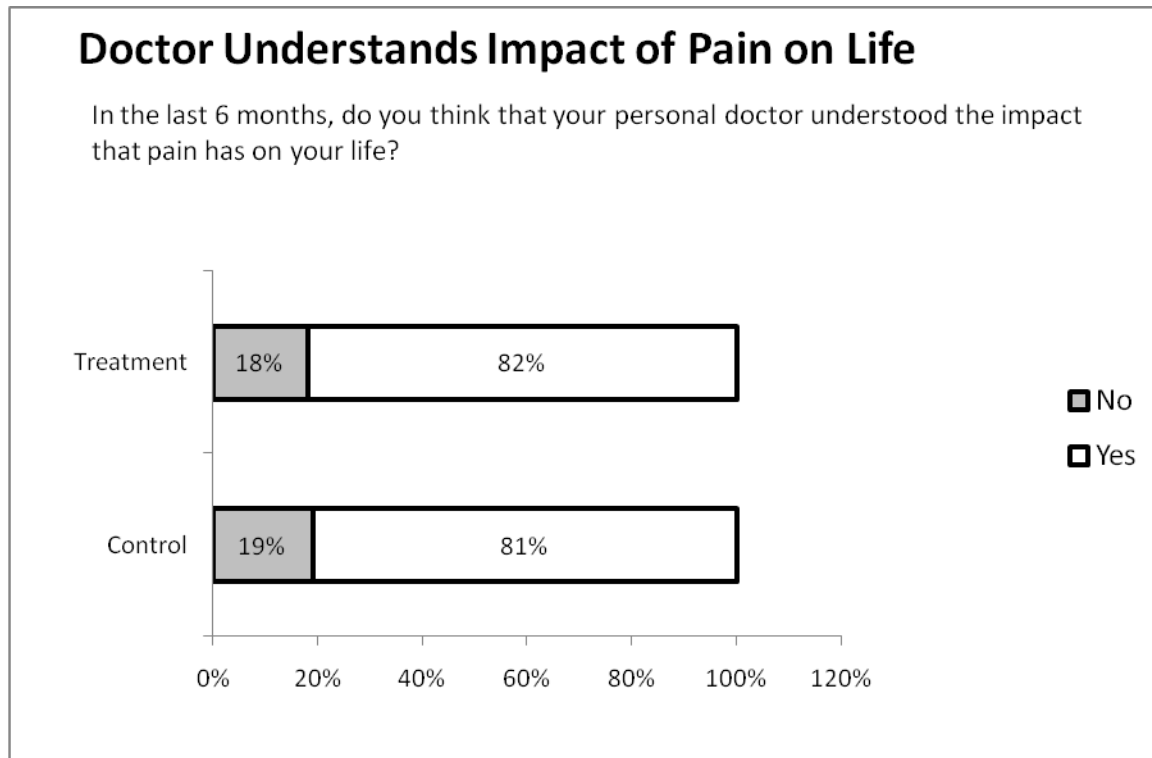
Results are based on 132 responses from the treatment group and 417 responses from the control group to this question. When weighted these responses represent 258 and 913 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Your Personal Doctor: Question 19***



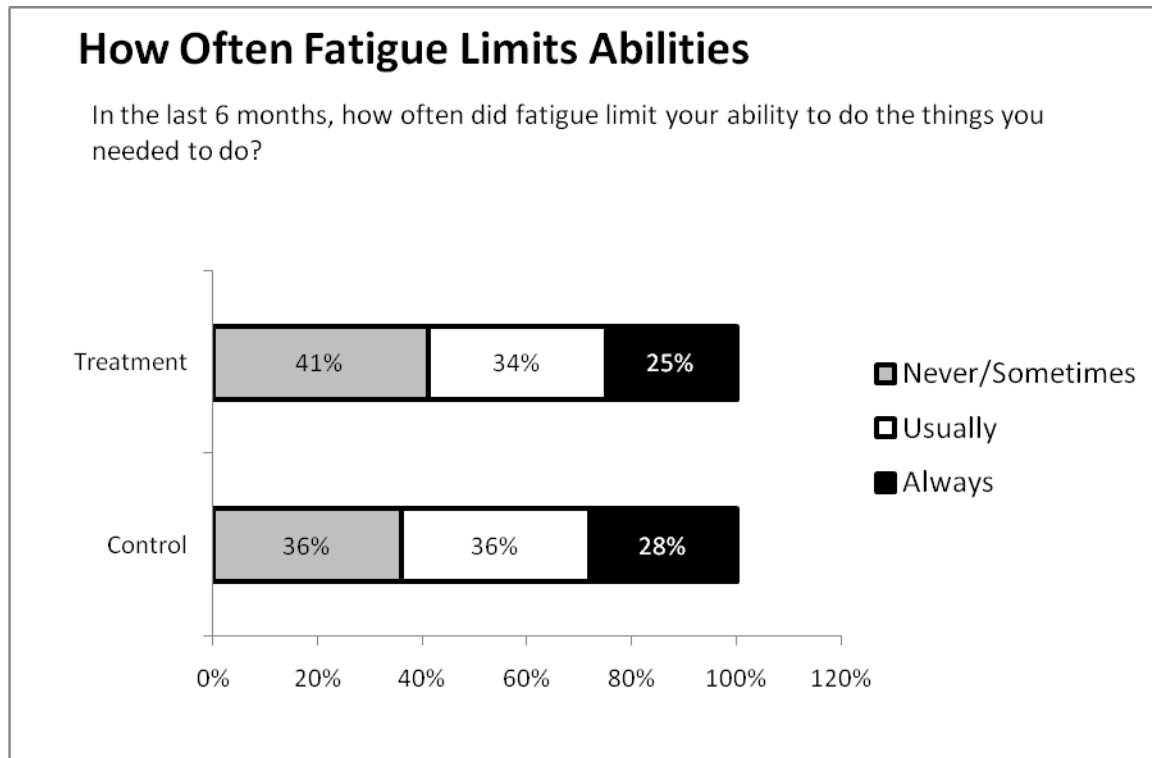
Results are based on 117 responses from the treatment group and 361 responses from the control group to this question. When weighted these responses represent 228 and 791 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Your Personal Doctor: Question 20***



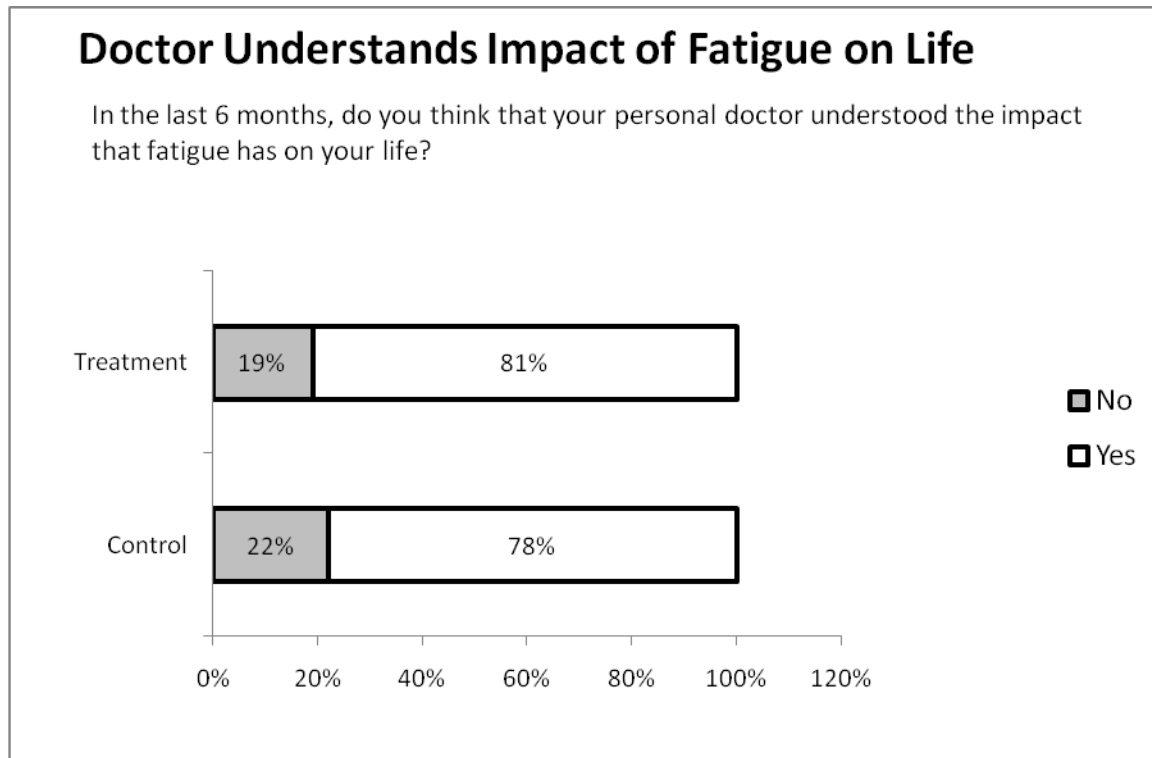
Results are based on 132 responses from the treatment group and 415 responses from the control group to this question. When weighted these responses represent 259 and 909 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Your Personal Doctor: Question 21***



Results are based on 113 responses from the treatment group and 364 responses from the control group to this question. When weighted these responses represent 220 and 797 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

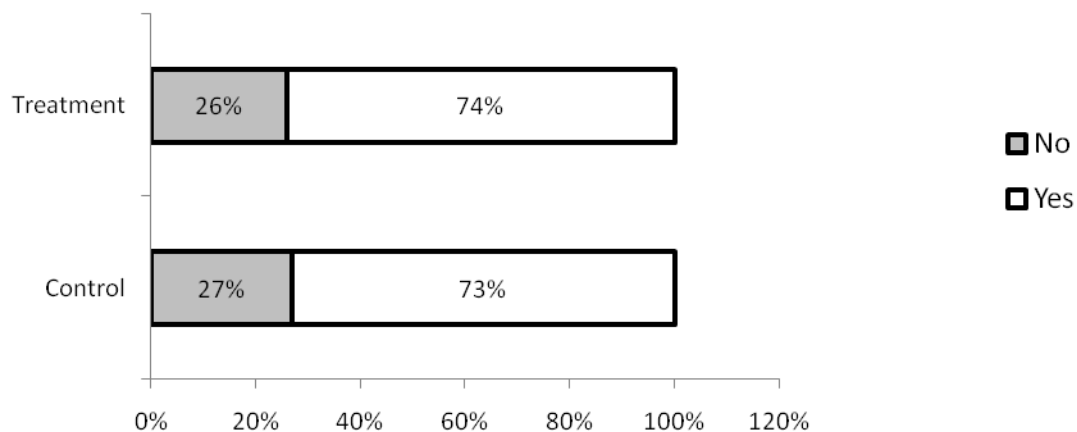
**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Screener Getting Care That Is Needed: Question 28***

Made Appointments with Specialist

Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you try to make any appointments to see a specialist?



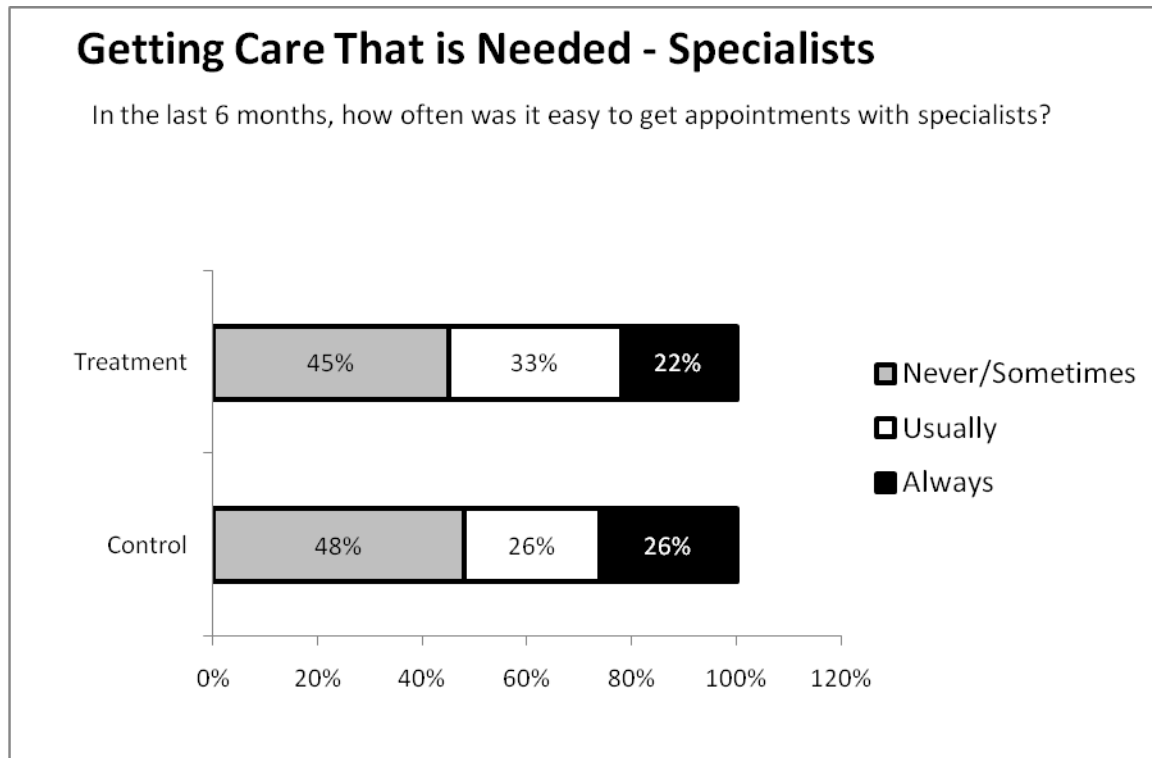
Results are based on 132 responses from the treatment group and 409 responses from the control group to this question. When weighted these responses represent 259 and 896 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Supplemental: Question 29***



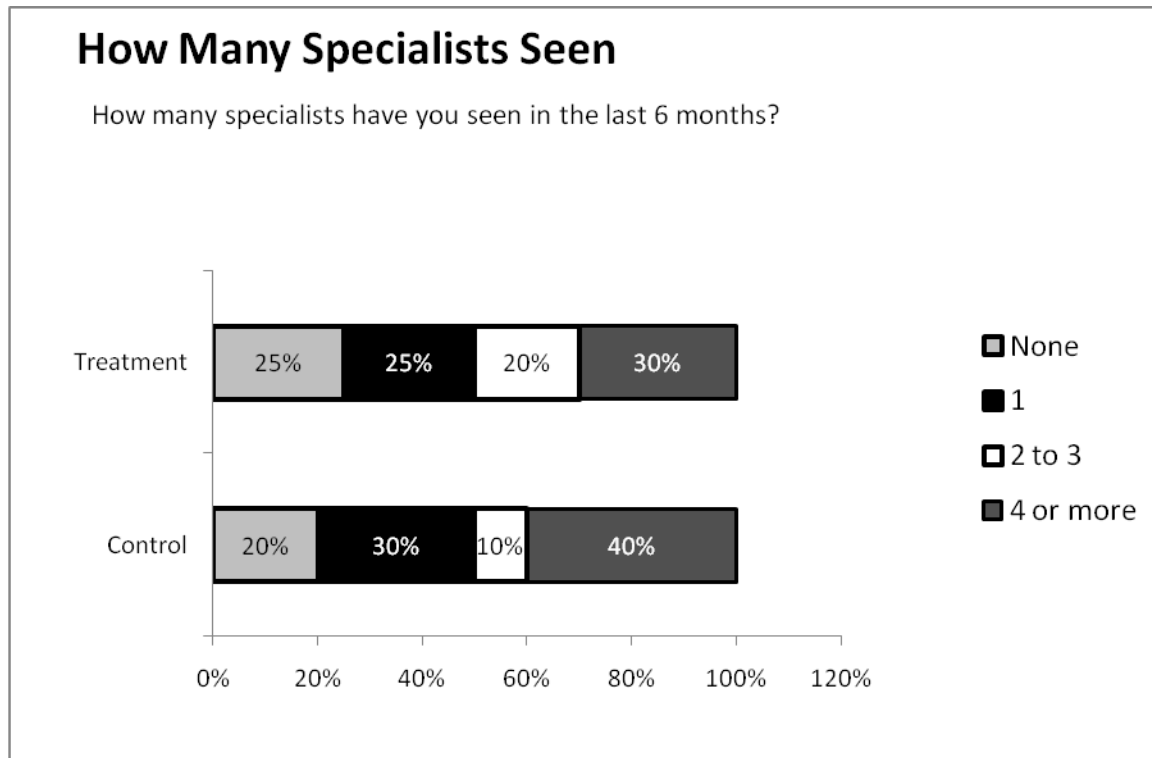
Results are based on 134 responses from the treatment group and 423 responses from the control group to this question. When weighted these responses represent 262 and 926 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Utilization: Question 30***



Results are based on 135 responses from the treatment group and 424 responses from the control group to this question. When weighted these responses represent 264 and 929 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

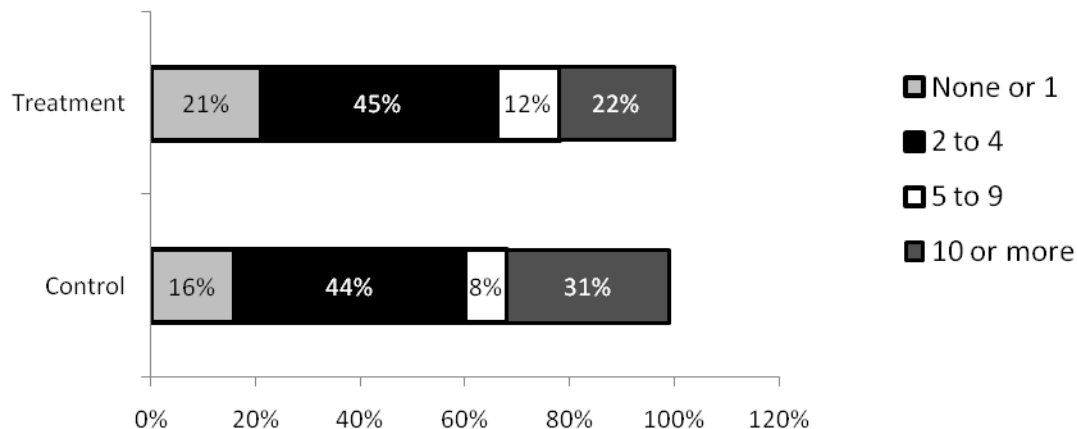
**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

Aging and Disability Services Administration Chronic Care Management Project Consumer Assessment of Healthcare Providers and Systems Utilization: Question 10

How Many Times Visited Personal Doctor**

In the last 6 months, how many times did you visit your personal doctor to get care for yourself?



*	Treatment and control responses differ significantly at the $p \leq 0.05$ level.
**	Treatment and control responses differ significantly at the $p \leq 0.01$ level.
***	Treatment and control responses differ significantly at the $p \leq 0.001$ level.

Results are based on 132 responses from the treatment group and 420 responses from the control group to this question. When weighted these responses represent 259 and 920 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

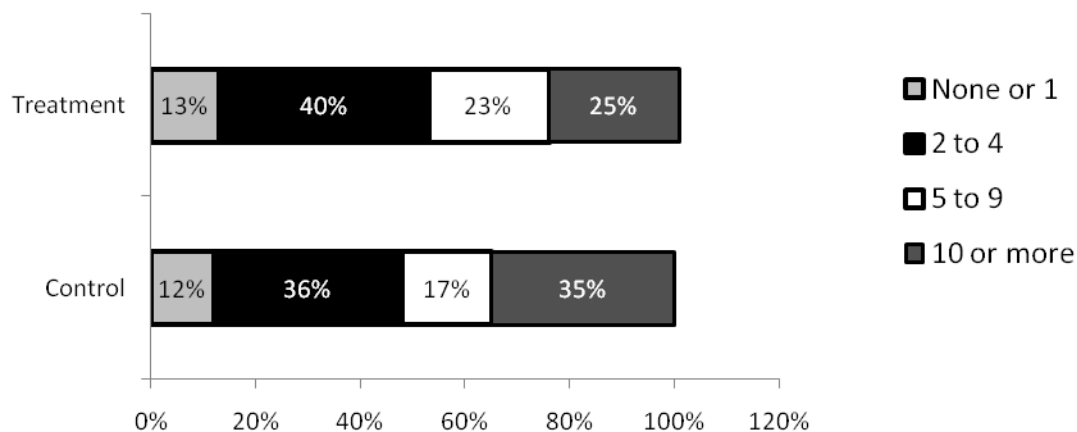
A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

Aging and Disability Services Administration Chronic Care Management Project

Consumer Assessment of Healthcare Providers and Systems Utilization: Question 5

How Many Times Visited Doctor's Office

In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?



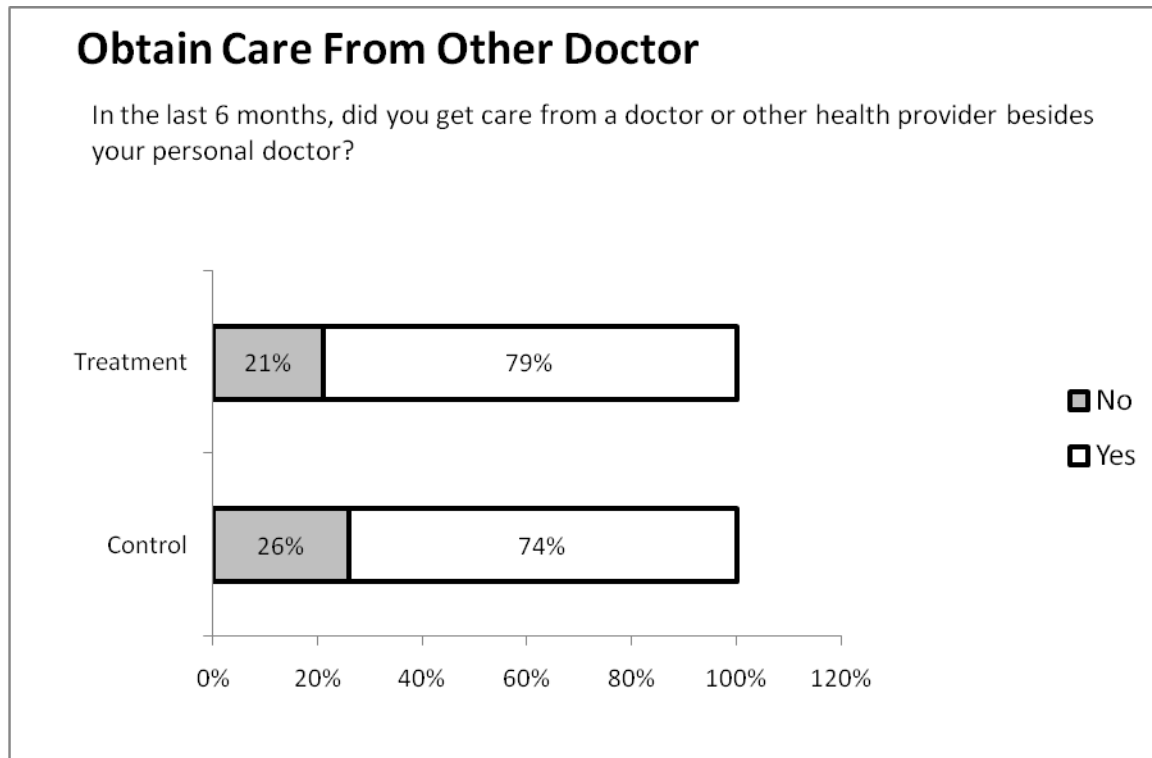
Results are based on 128 responses from the treatment group and 412 responses from the control group to this question. When weighted these responses represent 250 and 902 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Utilization: Question 15***



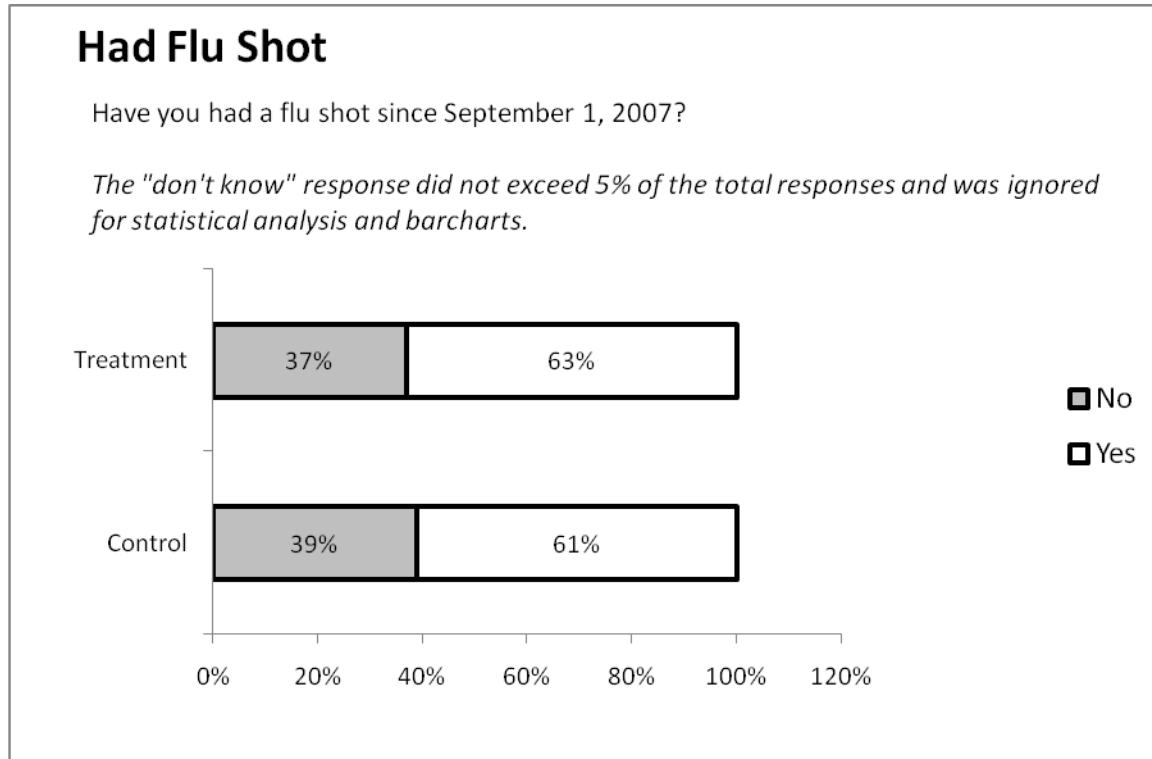
Results are based on 116 responses from the treatment group and 363 responses from the control group to this question. When weighted these responses represent 227 and 795 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Healthcare Effectiveness Data and Information Set
Flu Shot: Question 55 modified***



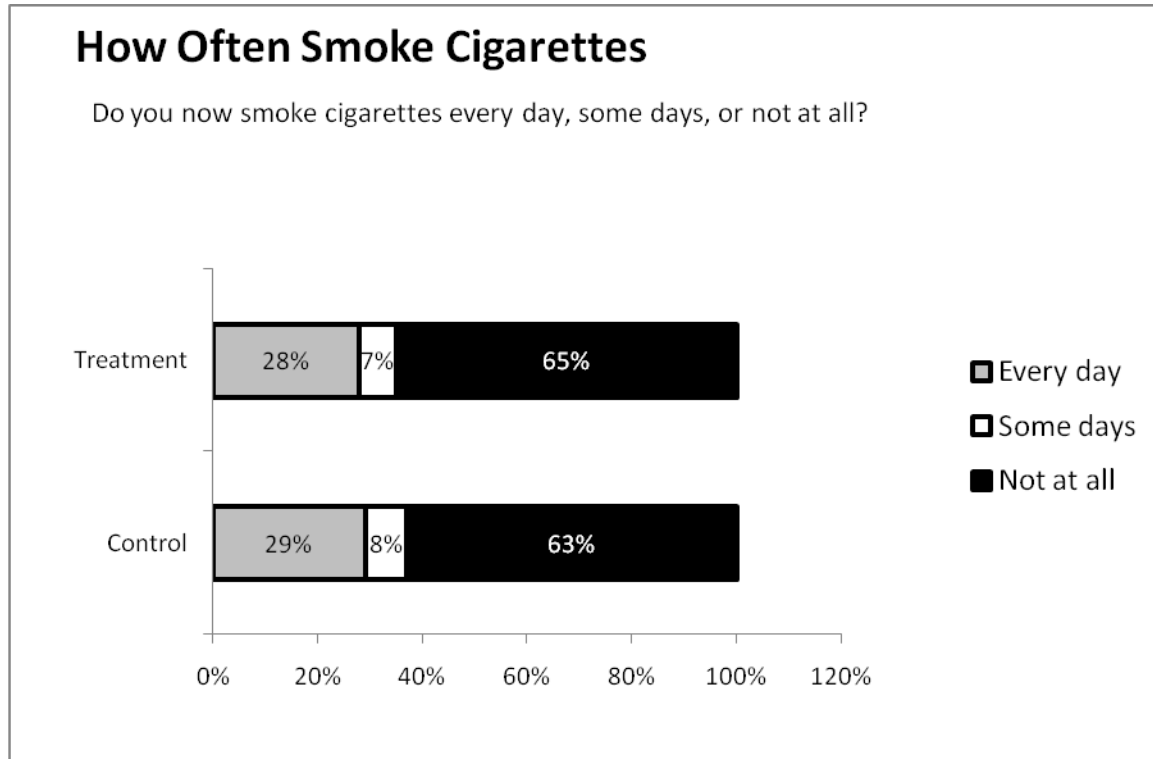
Results are based on 123 responses from the treatment group and 395 responses from the control group to this question. When weighted these responses represent 241 and 865 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Healthcare Effectiveness Data and Information Set
Tobacco Use: Question 56***



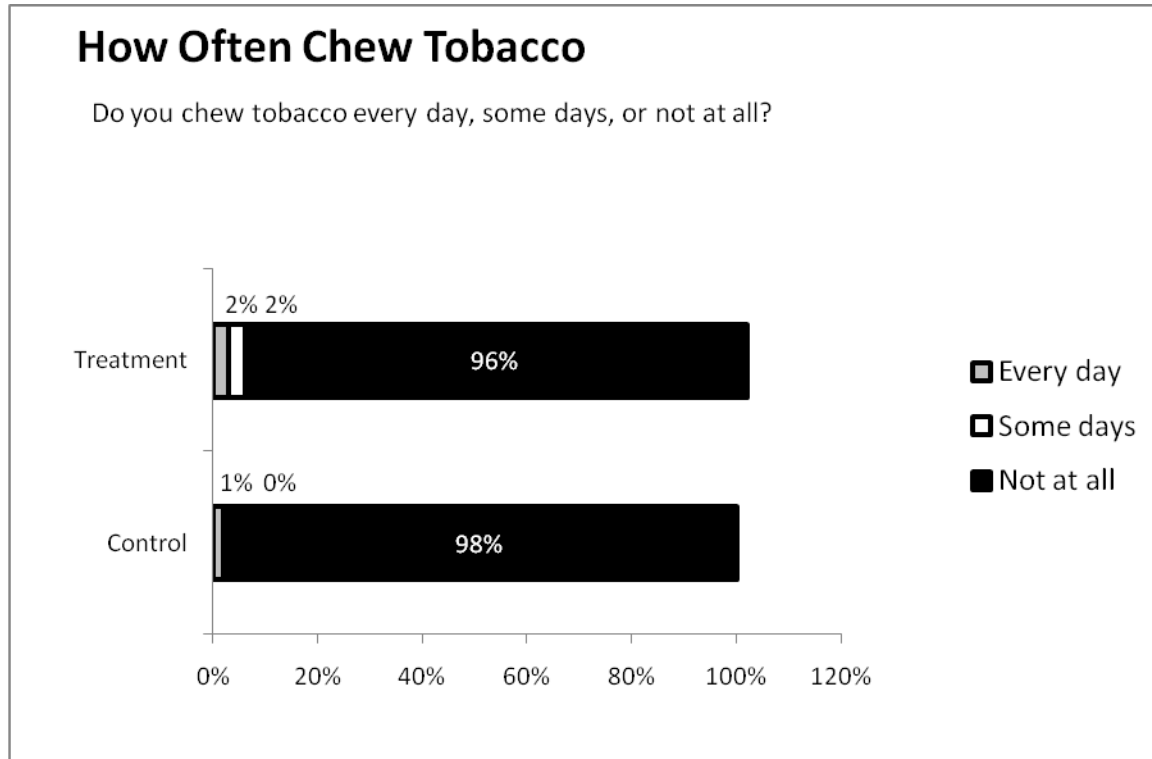
Results are based on 127 responses from the treatment group and 404 responses from the control group to this question. When weighted these responses represent 249 and 885 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Healthcare Effectiveness Data and Information Set
Tobacco Use: Question 57***



Note: Only current smokers were instructed to answer this question.

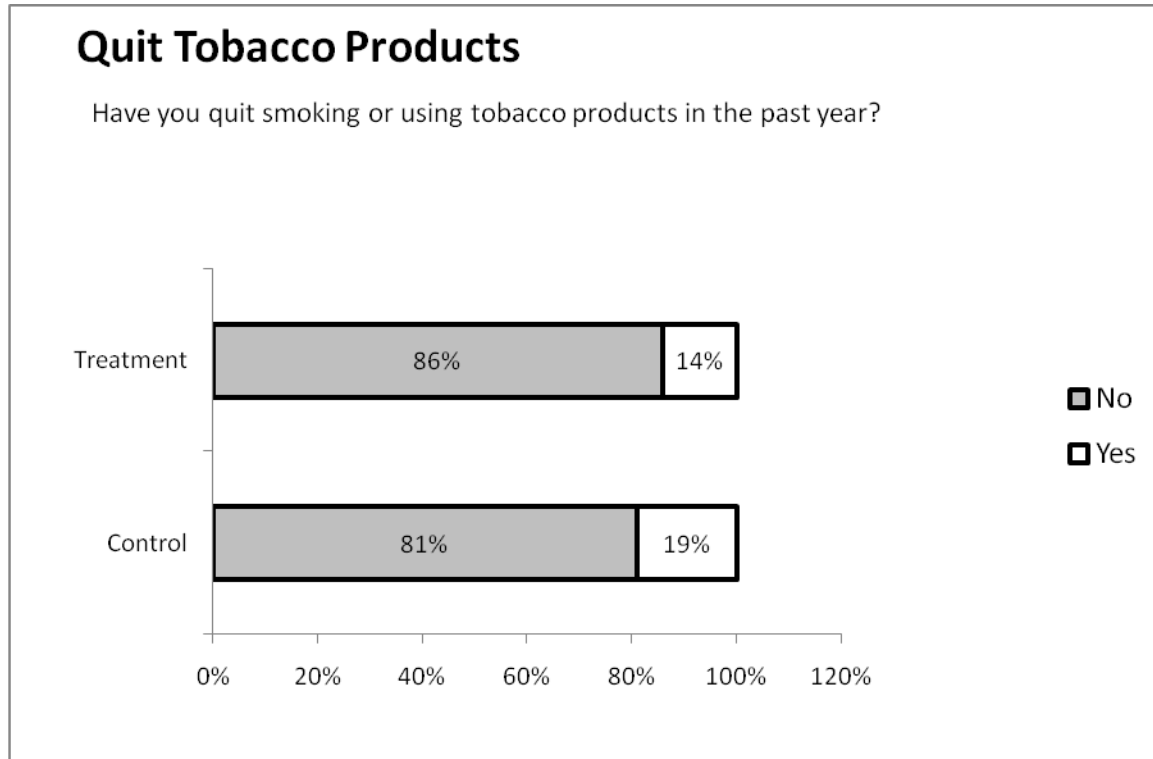
Results are based on 45 responses from the treatment group and 148 responses from the control group to this question. When weighted these responses represent 87 and 324 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Healthcare Effectiveness Data and Information Set
Tobacco Use: Question 58***



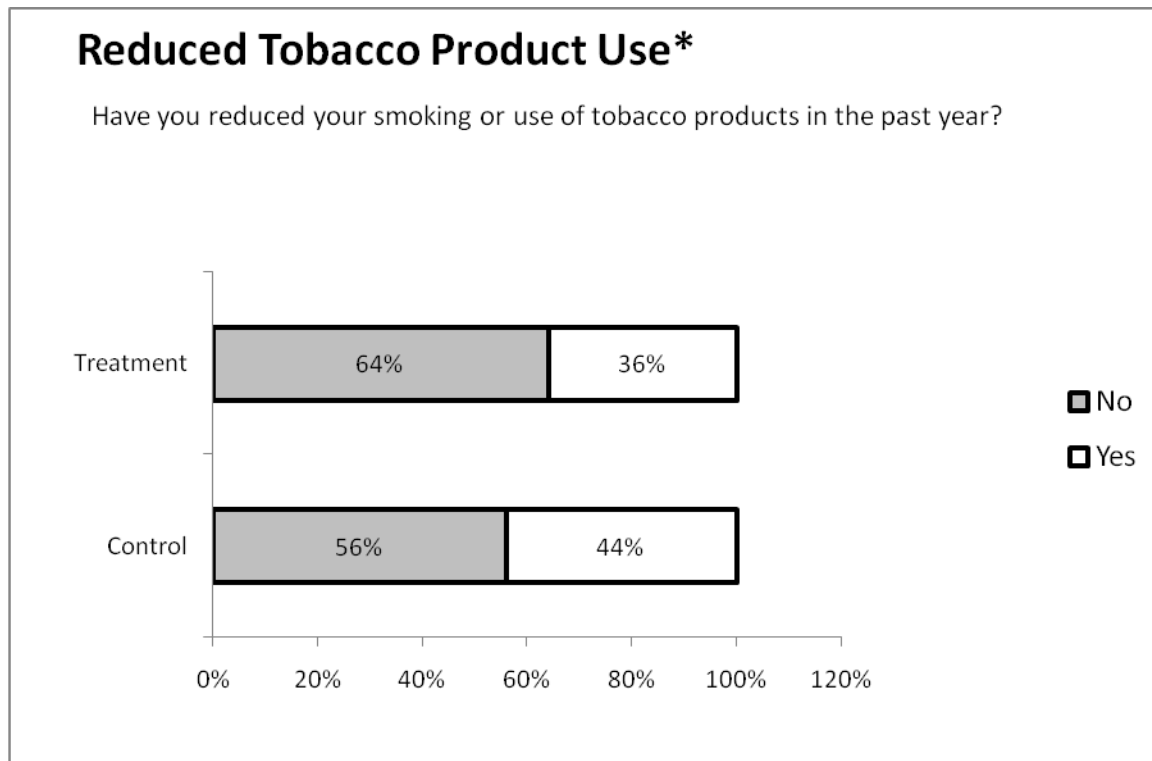
Results are based on 116 responses from the treatment group and 379 responses from the control group to this question. When weighted these responses represent 226 and 830 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

Aging and Disability Services Administration Chronic Care Management Project Healthcare Effectiveness Data and Information Set Tobacco Use: Question 59



*	Treatment and control responses differ significantly at the $p \leq 0.05$ level.
**	Treatment and control responses differ significantly at the $p \leq 0.01$ level.
***	Treatment and control responses differ significantly at the $p \leq 0.001$ level.

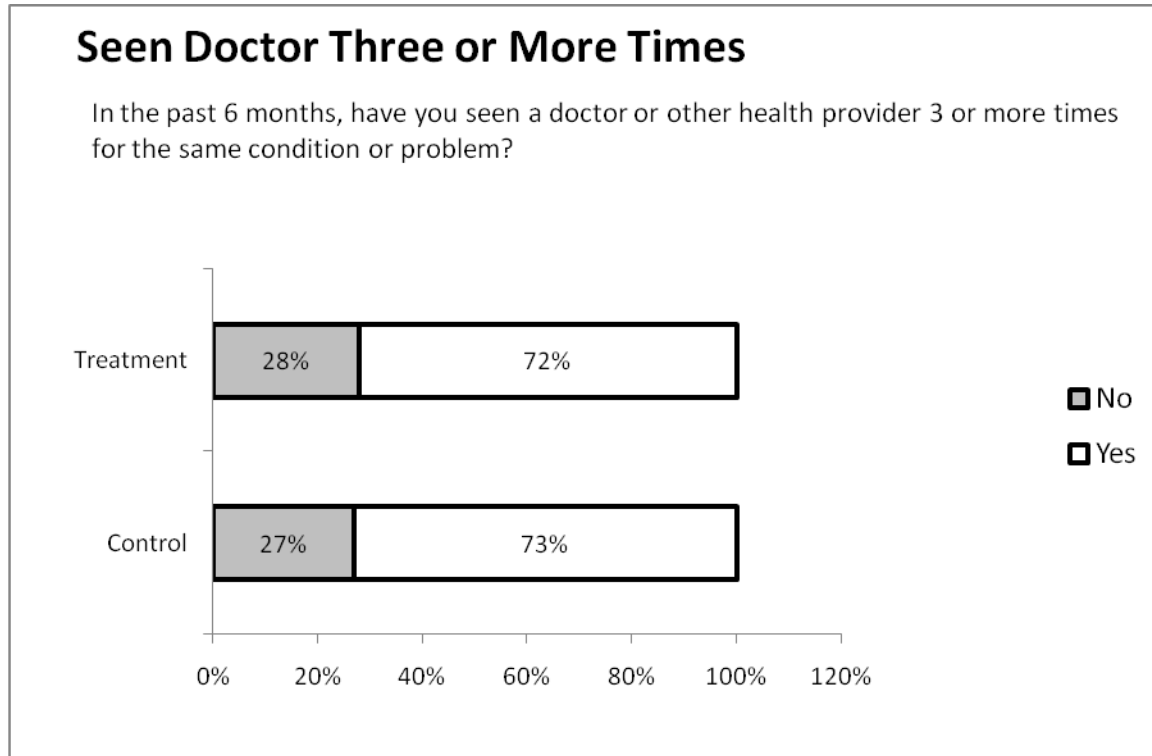
Results are based on 108 responses from the treatment group and 363 responses from the control group to this question. When weighted these responses represent 211 and 795 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Screener Chronic Conditions: Question 46***



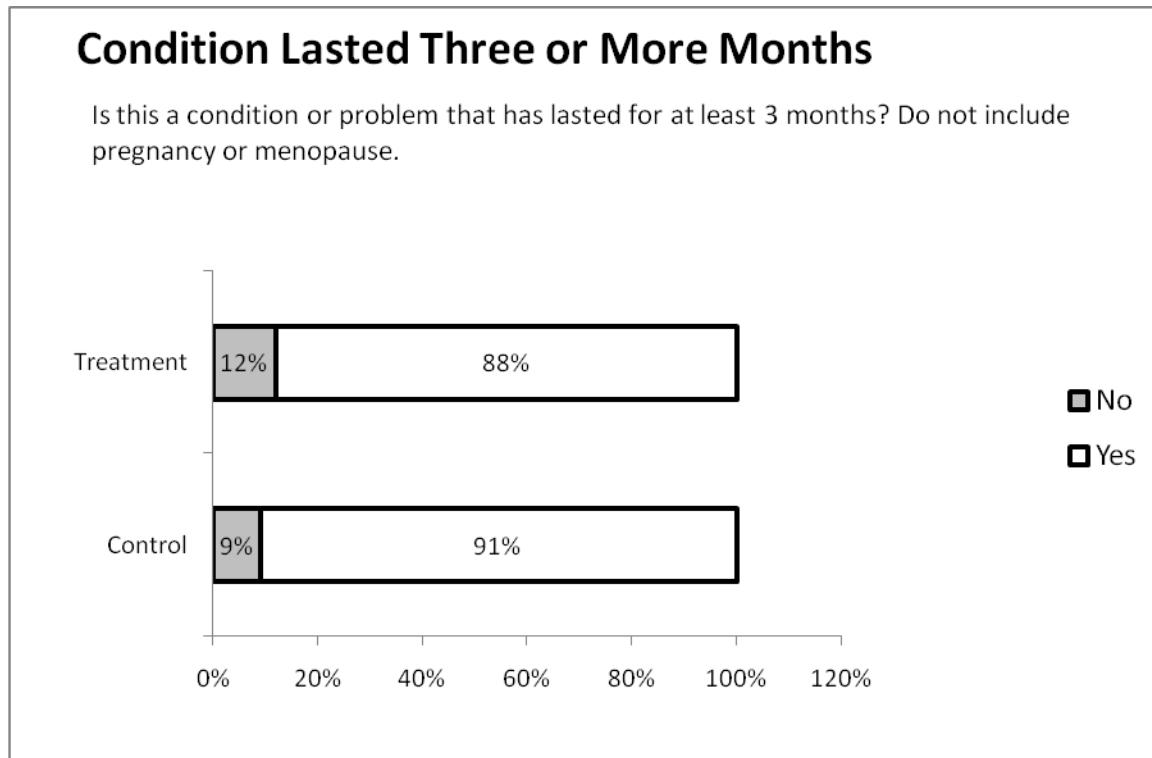
Results are based on 127 responses from the treatment group and 403 responses from the control group to this question. When weighted these responses represent 249 and 883 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Screener Chronic Conditions: Question 47***



Results are based on 90 responses from the treatment group and 281 responses from the control group to this question. When weighted these responses represent 176 and 615 individuals in the treatment and control groups respectively.

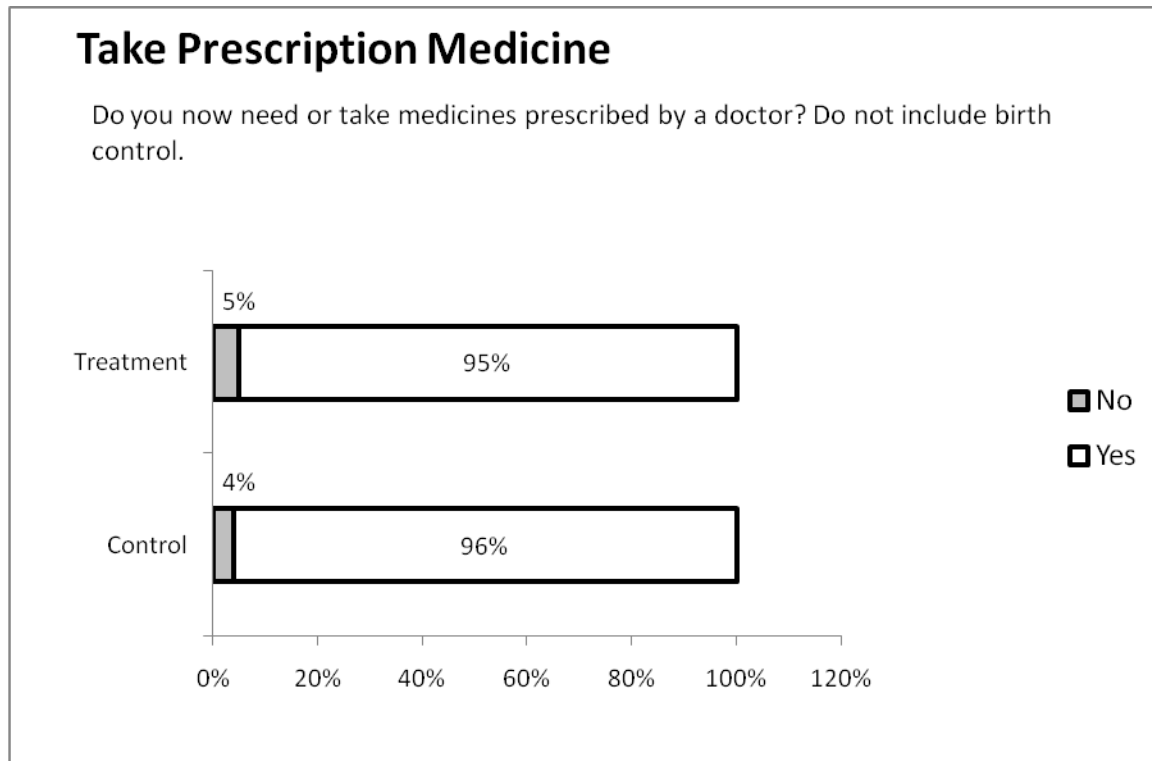
The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

Aging and Disability Services Administration Chronic Care Management Project

Consumer Assessment of Healthcare Providers and Systems Screener Chronic Conditions: Question 48



Results are based on 128 responses from the treatment group and 407 responses from the control group to this question. When weighted these responses represent 250 and 891 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

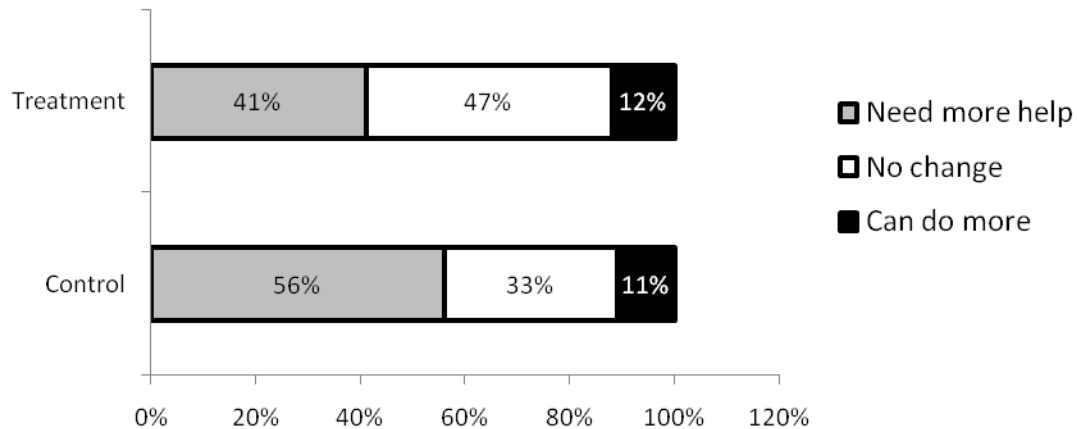
**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Department of Social and Health Services
About You: Question 49***

Ability to Care for Self***

What is your overall ability to care for yourself compared to 6 months ago?



*	Treatment and control responses differ significantly at the $p \leq 0.05$ level.
**	Treatment and control responses differ significantly at the $p \leq 0.01$ level.
***	Treatment and control responses differ significantly at the $p \leq 0.001$ level.

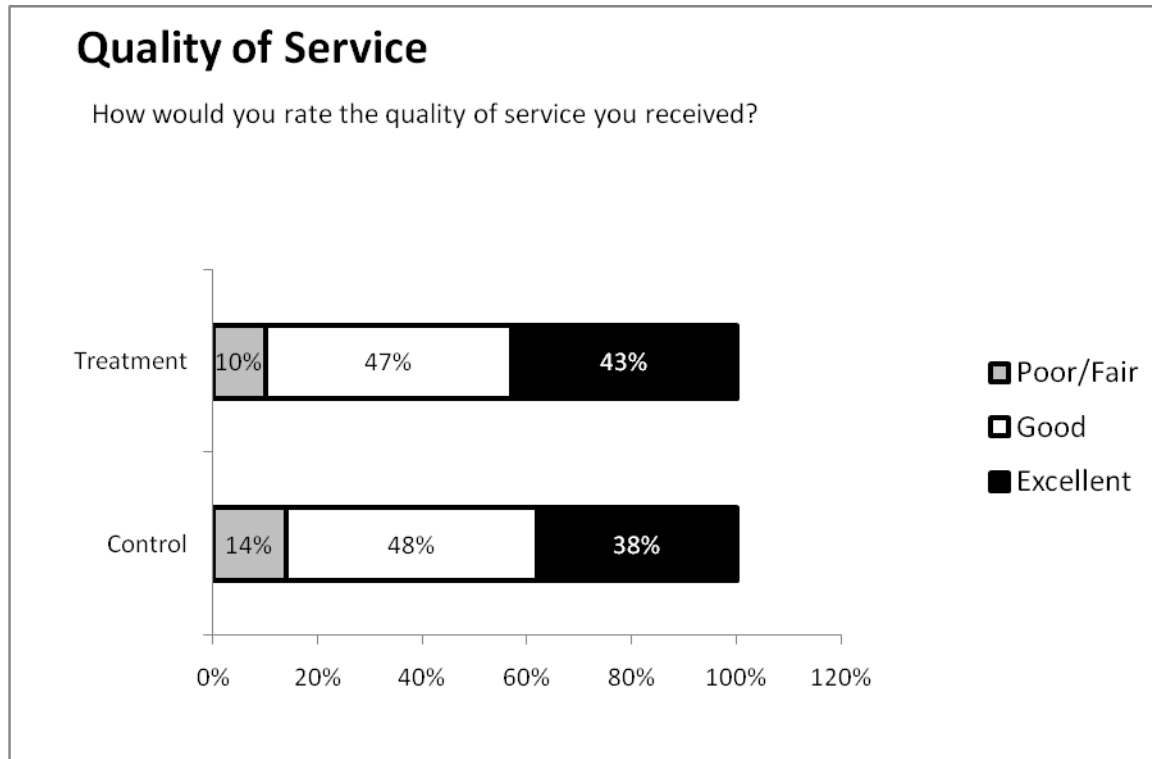
Results are based on 125 responses from the treatment group and 405 responses from the control group to this question. When weighted these responses represent 245 and 887 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

Aging and Disability Services Administration Chronic Care Management Project Client Satisfaction Questionnaire: Question 1



Clients with a Nurse Care Manager were instructed to answer questions from the Client Satisfaction Questionnaire © (CSQ-8) one page insert while thinking about their Nurse Care Manager. Those without a Nurse Care Manager were instructed to respond while thinking about the program they were in. Because respondents from the treatment and control groups were evaluating different components of their health care services, no statistical comparisons were made. Results are reported for descriptive purposes only.

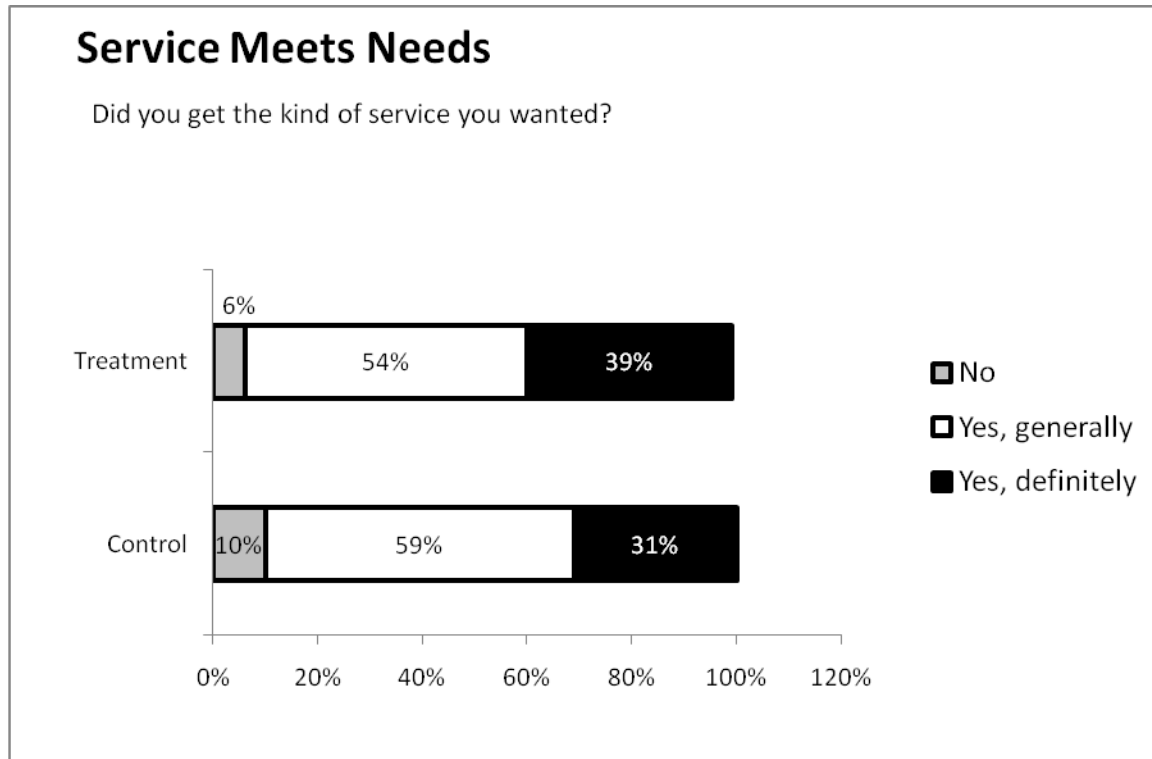
Results are based on 116 responses from the treatment group and 374 responses from the control group to this question. When weighted these responses represent 226 and 819 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

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Aging and Disability Services Administration Chronic Care Management Project Client Satisfaction Questionnaire: Question 2



Clients with a Nurse Care Manager were instructed to answer questions from the Client Satisfaction Questionnaire © (CSQ-8) one page insert while thinking about their Nurse Care Manager. Those without a Nurse Care Manager were instructed to respond while thinking about the program they were in. Because respondents from the treatment and control groups were evaluating different components of their health care services, no statistical comparisons were made. Results are reported for descriptive purposes only.

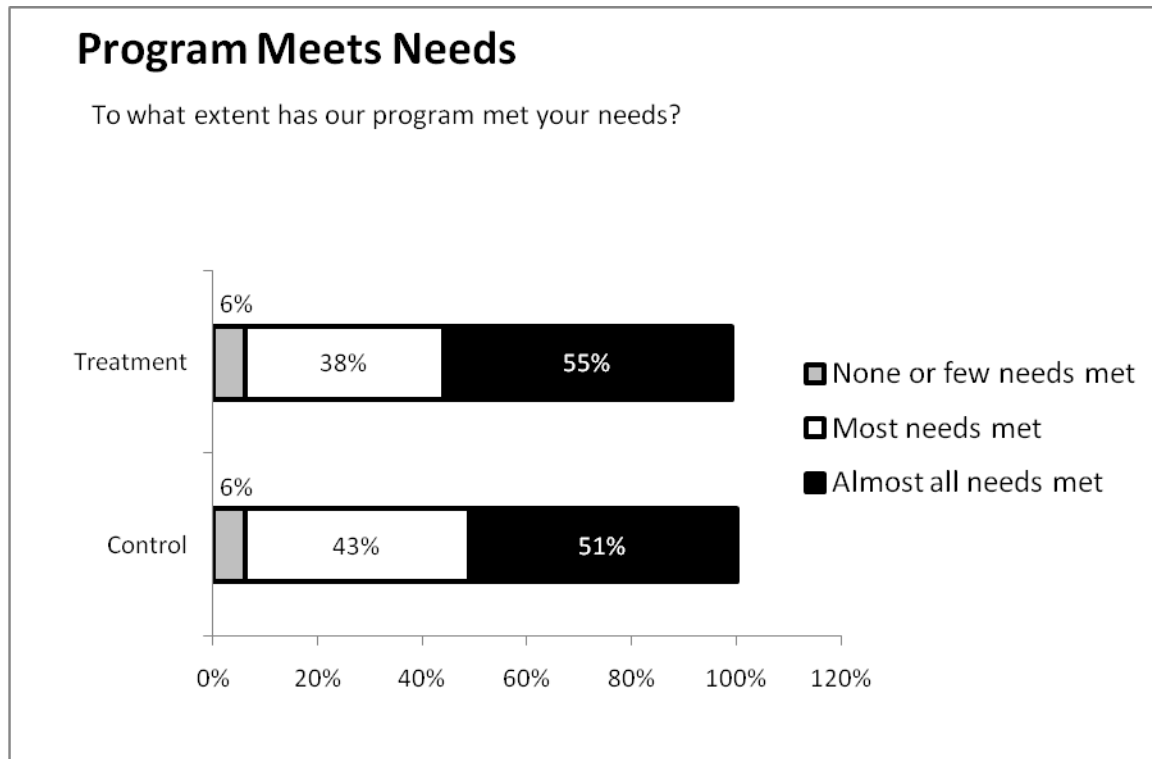
Results are based on 116 responses from the treatment group and 370 responses from the control group to this question. When weighted these responses represent 226 and 810 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

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Aging and Disability Services Administration Chronic Care Management Project Client Satisfaction Questionnaire: Question 3



Clients with a Nurse Care Manager were instructed to answer questions from the Client Satisfaction Questionnaire © (CSQ-8) one page insert while thinking about their Nurse Care Manager. Those without a Nurse Care Manager were instructed to respond while thinking about the program they were in. Because respondents from the treatment and control groups were evaluating different components of their health care services, no statistical comparisons were made. Results are reported for descriptive purposes only.

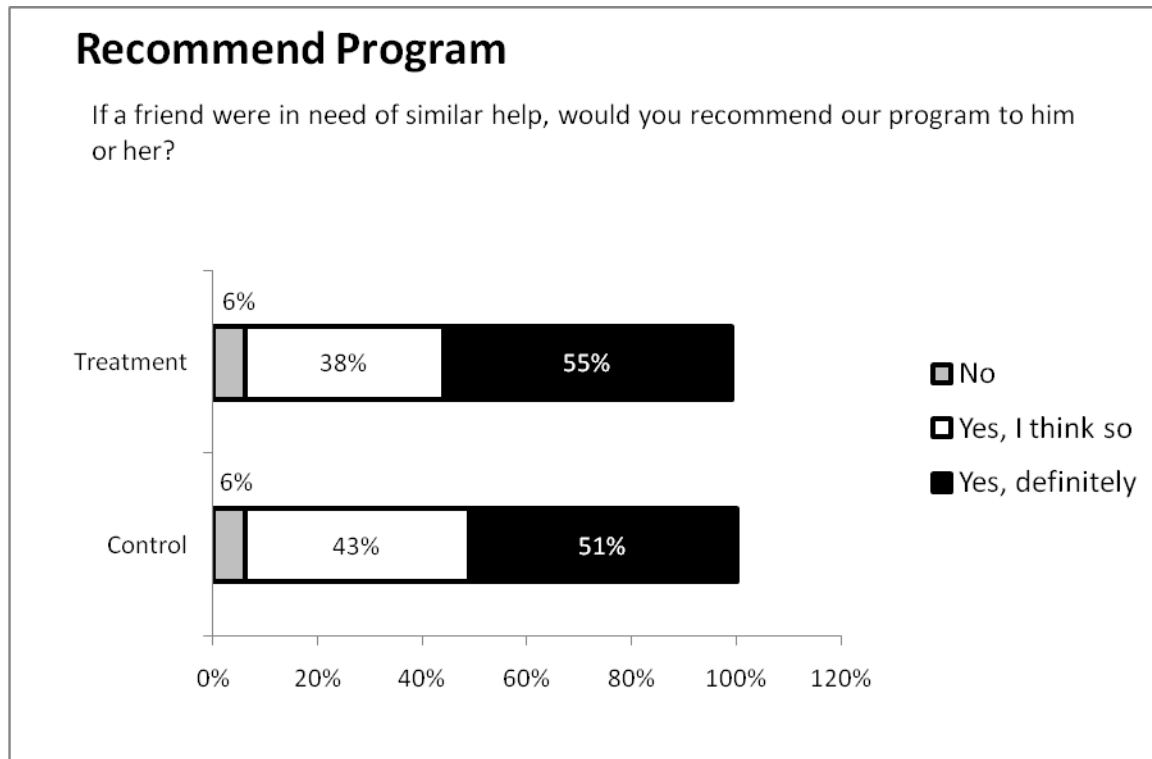
Results are based on 117 responses from the treatment group and 373 responses from the control group to this question. When weighted these responses represent 229 and 817 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

Aging and Disability Services Administration Chronic Care Management Project Client Satisfaction Questionnaire: Question 4



Clients with a Nurse Care Manager were instructed to answer questions from the Client Satisfaction Questionnaire © (CSQ-8) one page insert while thinking about their Nurse Care Manager. Those without a Nurse Care Manager were instructed to respond while thinking about the program they were in. Because respondents from the treatment and control groups were evaluating different components of their health care services, no statistical comparisons were made. Results are reported for descriptive purposes only.

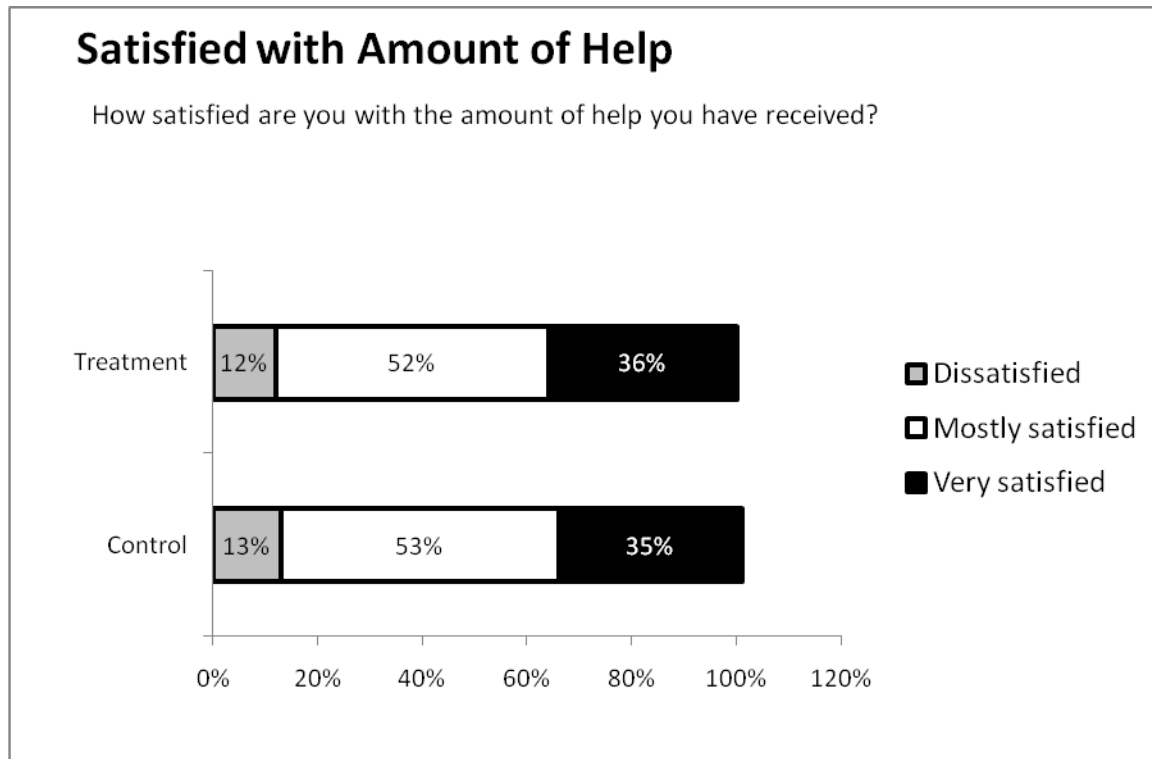
Results are based on 114 responses from the treatment group and 372 responses from the control group to this question. When weighted these responses represent 222 and 815 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

Aging and Disability Services Administration Chronic Care Management Project Client Satisfaction Questionnaire: Question 5



Clients with a Nurse Care Manager were instructed to answer questions from the Client Satisfaction Questionnaire © (CSQ-8) one page insert while thinking about their Nurse Care Manager. Those without a Nurse Care Manager were instructed to respond while thinking about the program they were in. Because respondents from the treatment and control groups were evaluating different components of their health care services, no statistical comparisons were made. Results are reported for descriptive purposes only.

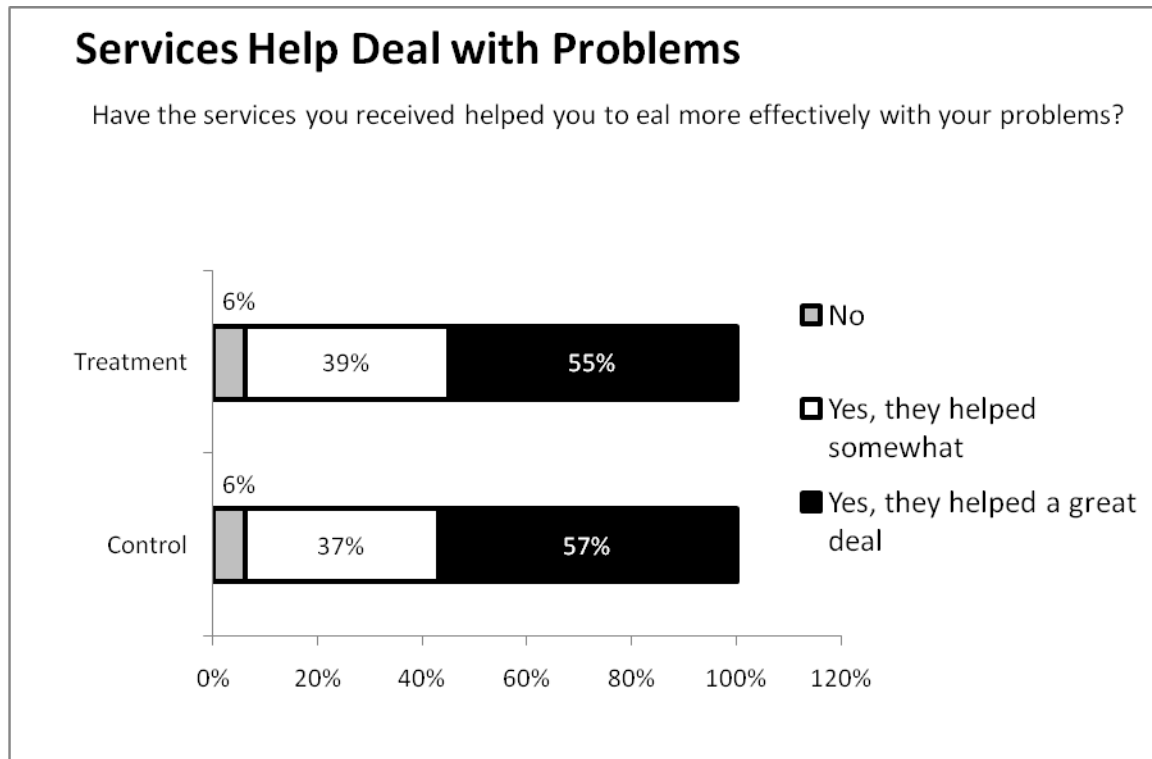
Results are based on 117 responses from the treatment group and 374 responses from the control group to this question. When weighted these responses represent 229 and 819 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

Aging and Disability Services Administration Chronic Care Management Project Client Satisfaction Questionnaire: Question 6



Clients with a Nurse Care Manager were instructed to answer questions from the Client Satisfaction Questionnaire © (CSQ-8) one page insert while thinking about their Nurse Care Manager. Those without a Nurse Care Manager were instructed to respond while thinking about the program they were in. Because respondents from the treatment and control groups were evaluating different components of their health care services, no statistical comparisons were made. Results are reported for descriptive purposes only.

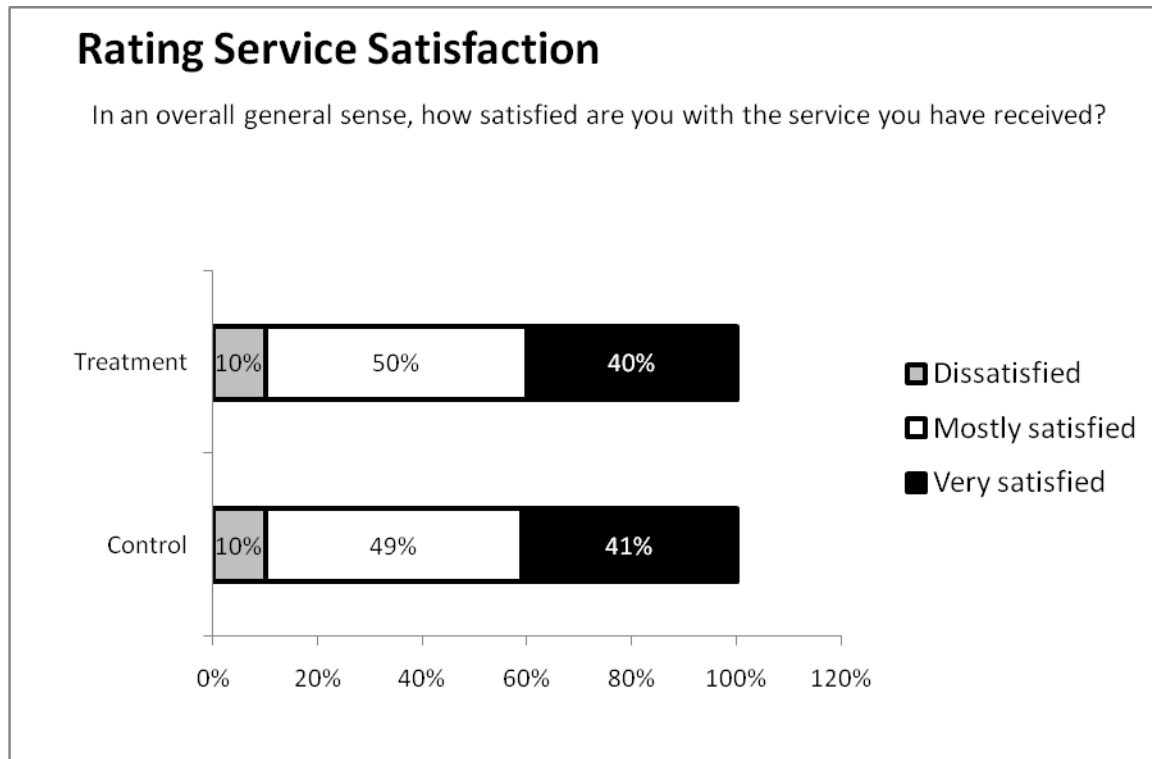
Results are based on 115 responses from the treatment group and 375 responses from the control group to this question. When weighted these responses represent 224 and 821 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

Aging and Disability Services Administration Chronic Care Management Project Client Satisfaction Questionnaire: Question 7



Clients with a Nurse Care Manager were instructed to answer questions from the Client Satisfaction Questionnaire © (CSQ-8) one page insert while thinking about their Nurse Care Manager. Those without a Nurse Care Manager were instructed to respond while thinking about the program they were in. Because respondents from the treatment and control groups were evaluating different components of their health care services, no statistical comparisons were made. Results are reported for descriptive purposes only.

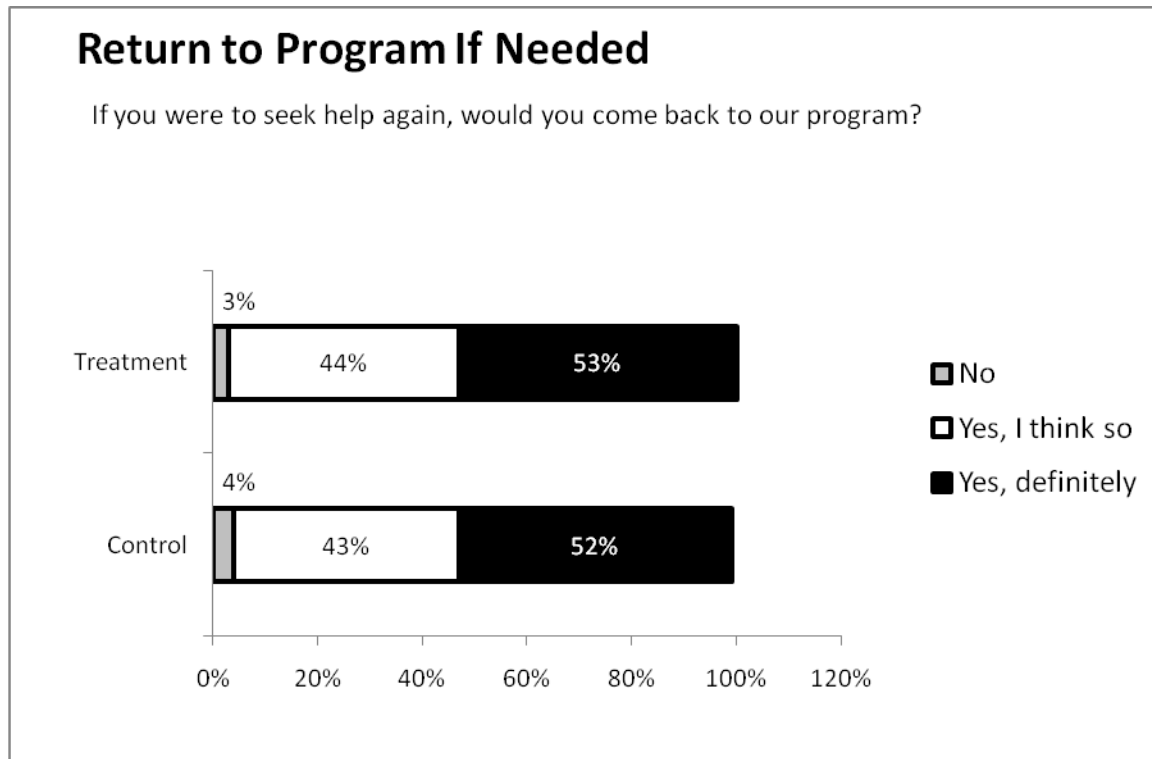
Results are based on 116 responses from the treatment group and 376 responses from the control group to this question. When weighted these responses represent 226 and 824 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

Aging and Disability Services Administration Chronic Care Management Project Client Satisfaction Questionnaire: Question 8



Clients with a Nurse Care Manager were instructed to answer questions from the Client Satisfaction Questionnaire © (CSQ-8) one page insert while thinking about their Nurse Care Manager. Those without a Nurse Care Manager were instructed to respond while thinking about the program they were in. Because respondents from the treatment and control groups were evaluating different components of their health care services, no statistical comparisons were made. Results are reported for descriptive purposes only.

Results are based on 117 responses from the treatment group and 371 responses from the control group to this question. When weighted these responses represent 228 and 813 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

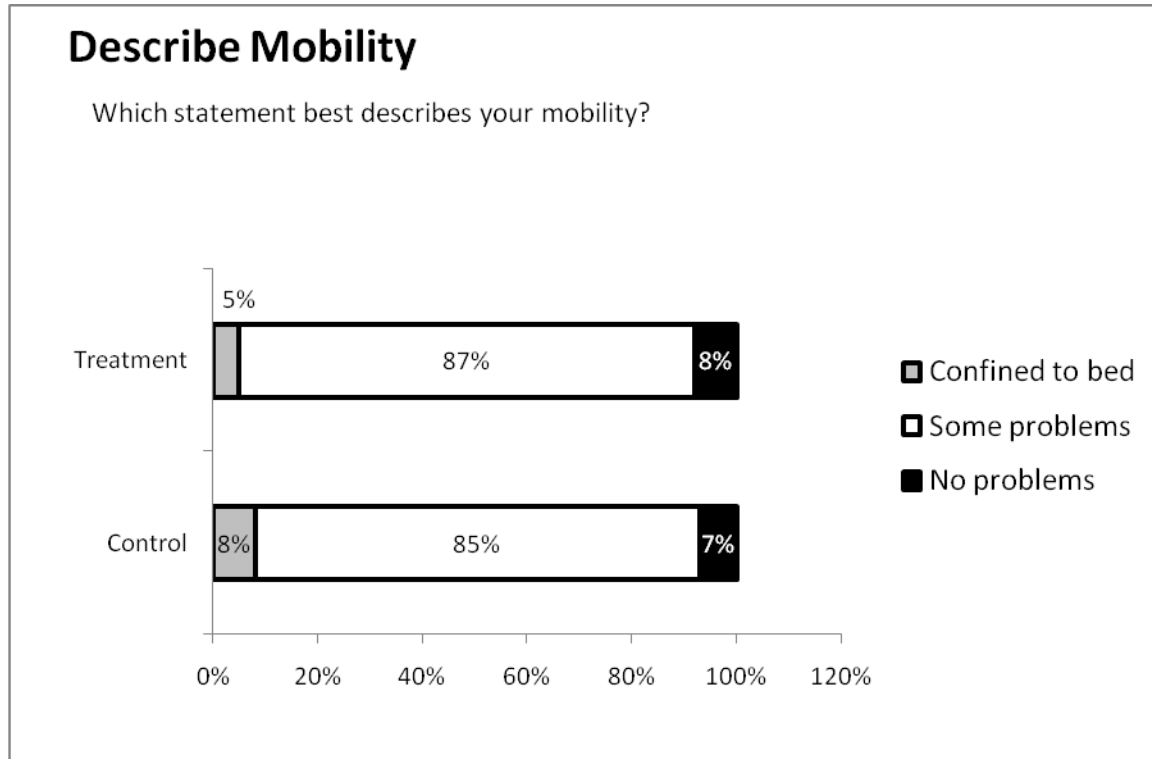
**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

Aging and Disability Services Administration Chronic Care Management Project

EQ-5D

Health Status: Question 50



Results are based on 125 responses from the treatment group and 399 responses from the control group to this question. When weighted these responses represent 244 and 874 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

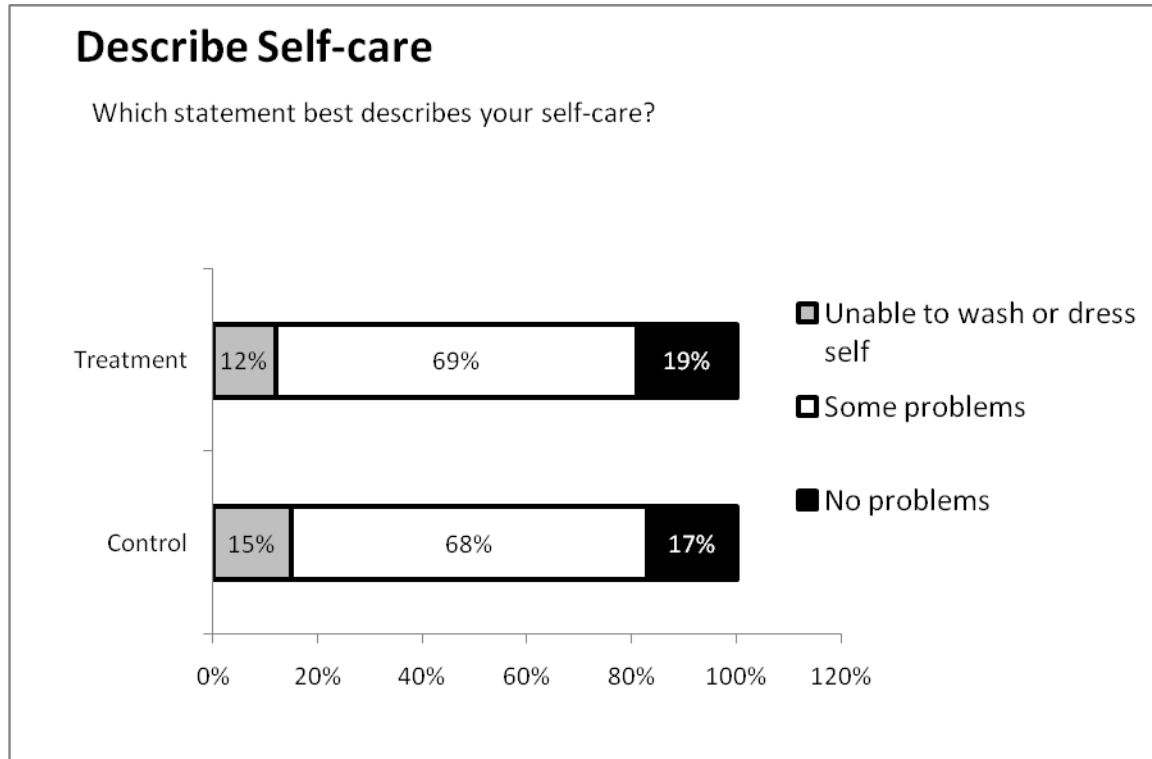
**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

Aging and Disability Services Administration Chronic Care Management Project

EQ-5D

Health Status: Question 51



Results are based on 126 responses from the treatment group and 402 responses from the control group to this question. When weighted these responses represent 247 and 880 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

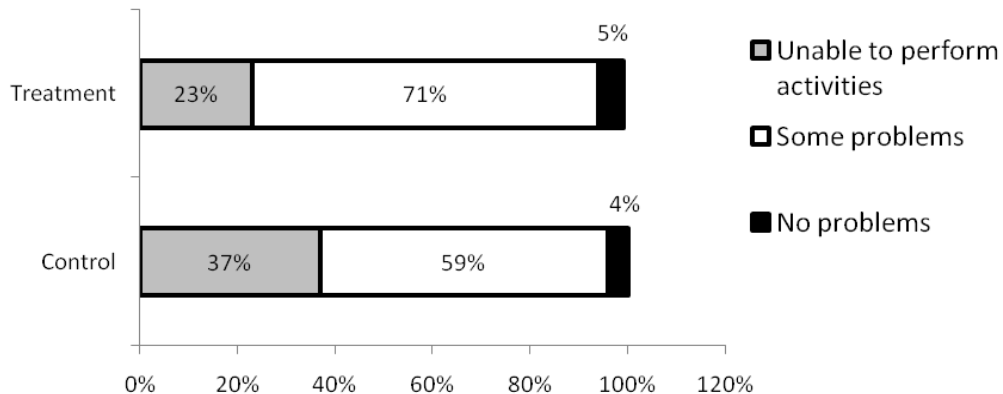
Aging and Disability Services Administration Chronic Care Management Project

EQ-5D

Health Status: Question 52

Describe Usual Activities***

Which statement best describes your usual activities (e.g., work, study, housework, family, or leisure activities)?



*	Treatment and control responses differ significantly at the $p \leq 0.05$ level.
**	Treatment and control responses differ significantly at the $p \leq 0.01$ level.
***	Treatment and control responses differ significantly at the $p \leq 0.001$ level.

Results are based on 125 responses from the treatment group and 401 responses from the control group to this question. When weighted these responses represent 245 and 878 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

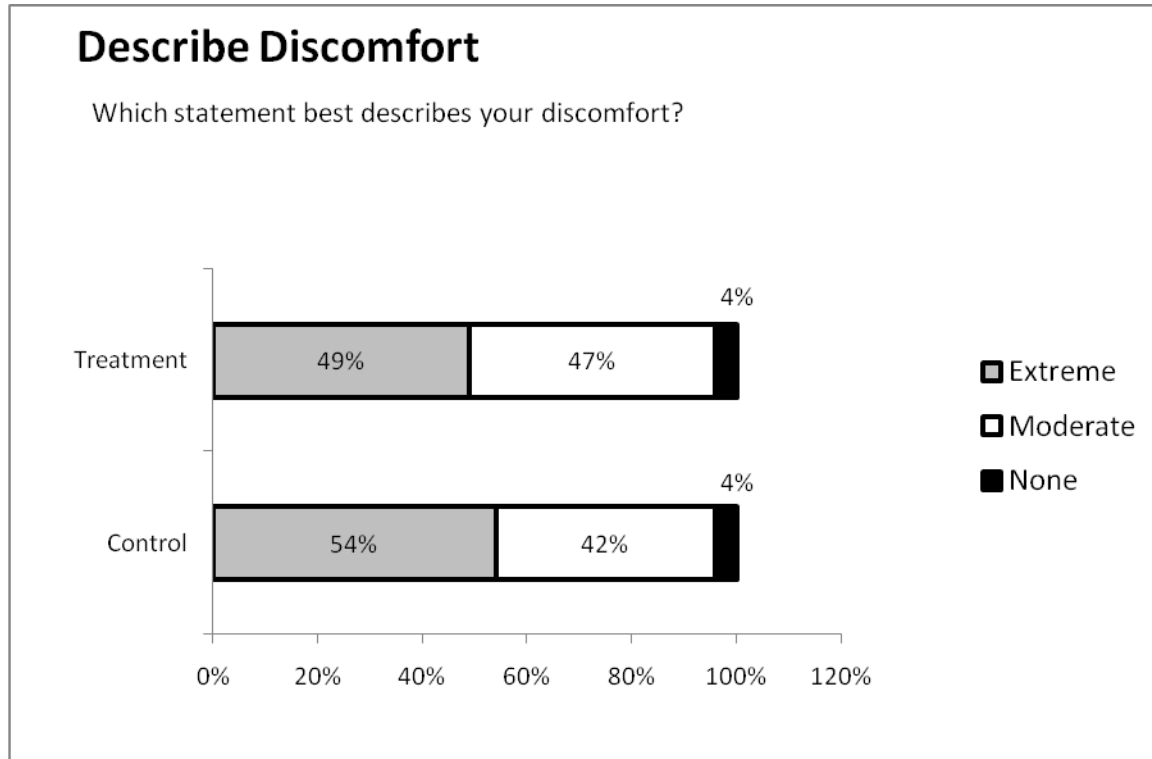
**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

Aging and Disability Services Administration Chronic Care Management Project

EQ-5D

Health Status: Question 53



Results are based on 123 responses from the treatment group and 399 responses from the control group to this question. When weighted these responses represent 241 and 874 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

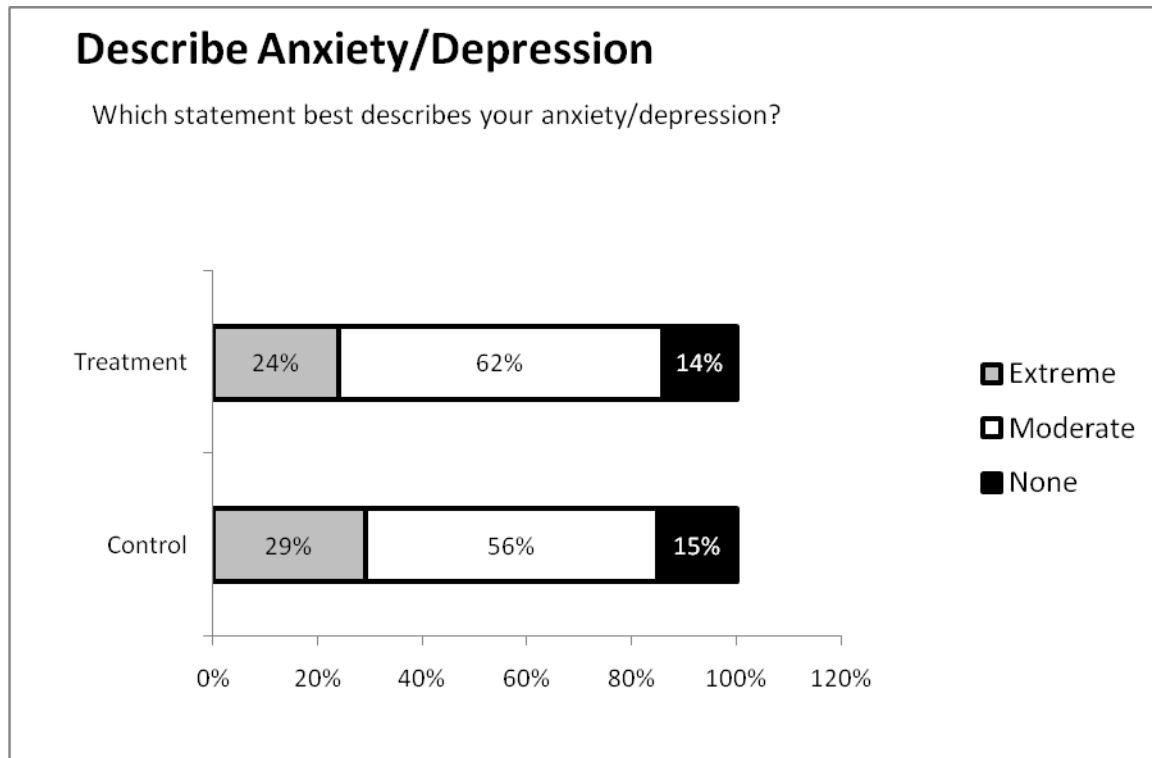
**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

Aging and Disability Services Administration Chronic Care Management Project

EQ-5D

Health Status: Question 54



Results are based on 125 responses from the treatment group and 398 responses from the control group to this question. When weighted these responses represent 244 and 872 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

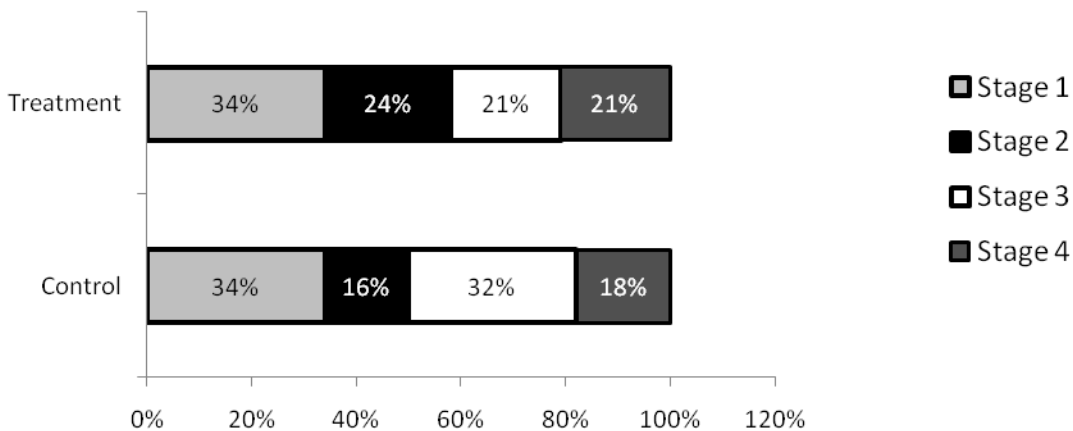
**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

Aging and Disability Services Administration Chronic Care Management Project Patient Activation Measure 13: Composite

PAM-13 Activation Stage**

These charts show the Patient Activation Stages, which are calculated from responses to the questions 32 - 44. Individual question-level responses immediately follow.



*	Treatment and control responses differ significantly at the $p \leq 0.05$ level.
**	Treatment and control responses differ significantly at the $p \leq 0.01$ level.
***	Treatment and control responses differ significantly at the $p \leq 0.001$ level.

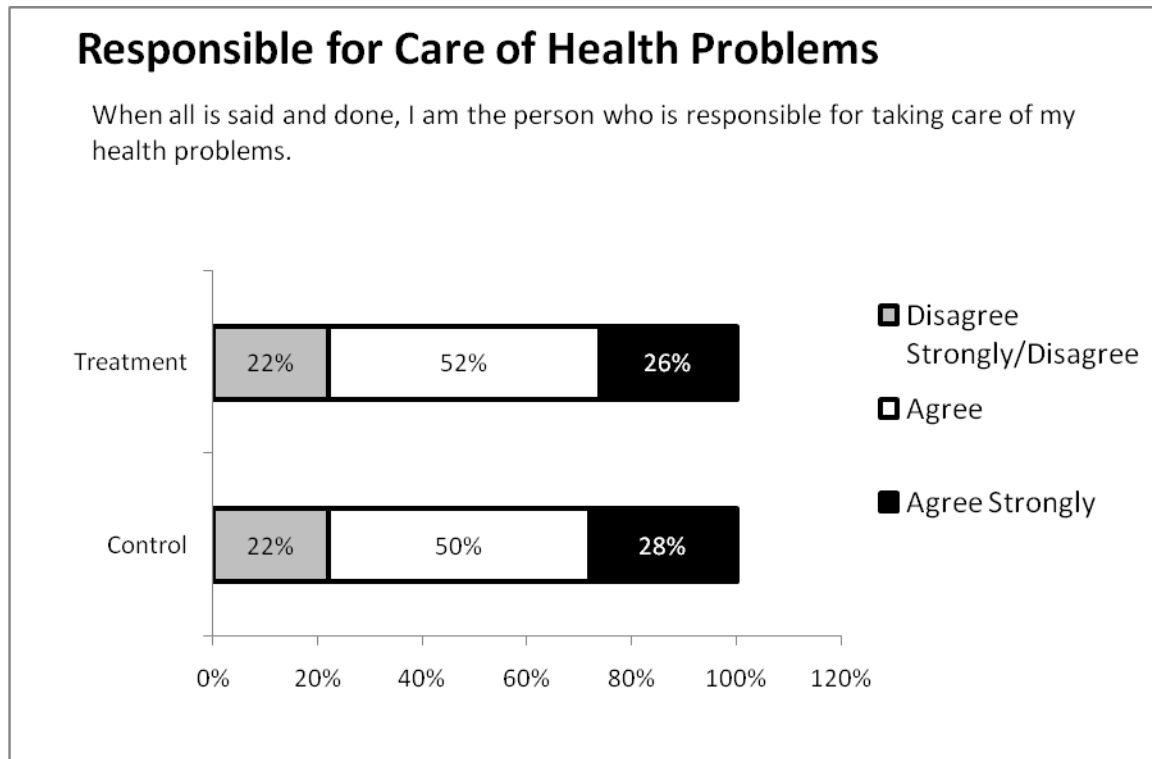
Results are based on 133 responses from the treatment group and 412 responses from the control group to this question. When weighted these responses represent 261 and 902 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

Aging and Disability Services Administration Chronic Care Management Project Patient Activation Measure 13: Question 32



Results are based on 121 responses from the treatment group and 381 responses from the control group to this question. When weighted these responses represent 237 and 834 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

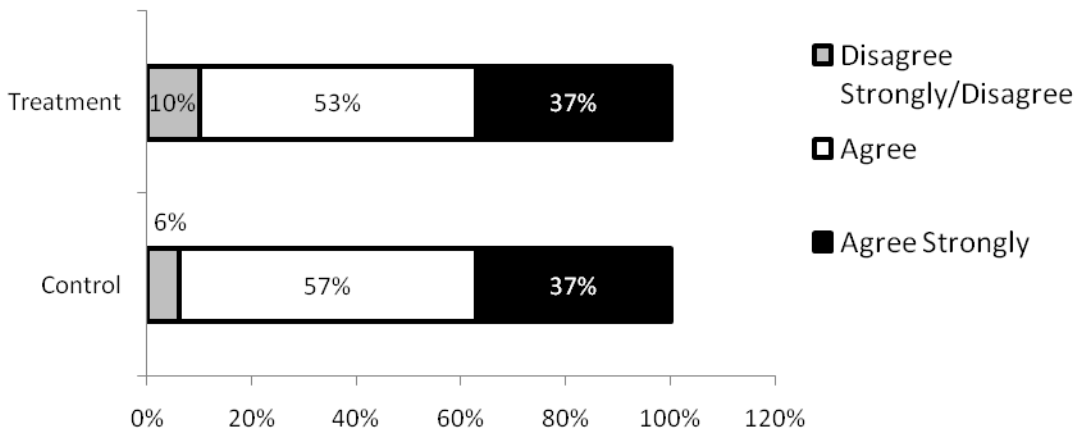
**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Patient Activation Measure 13: Question 33***

Active Role is Most Important

Taking an active role in my own health care is the most important thing that affects my health.



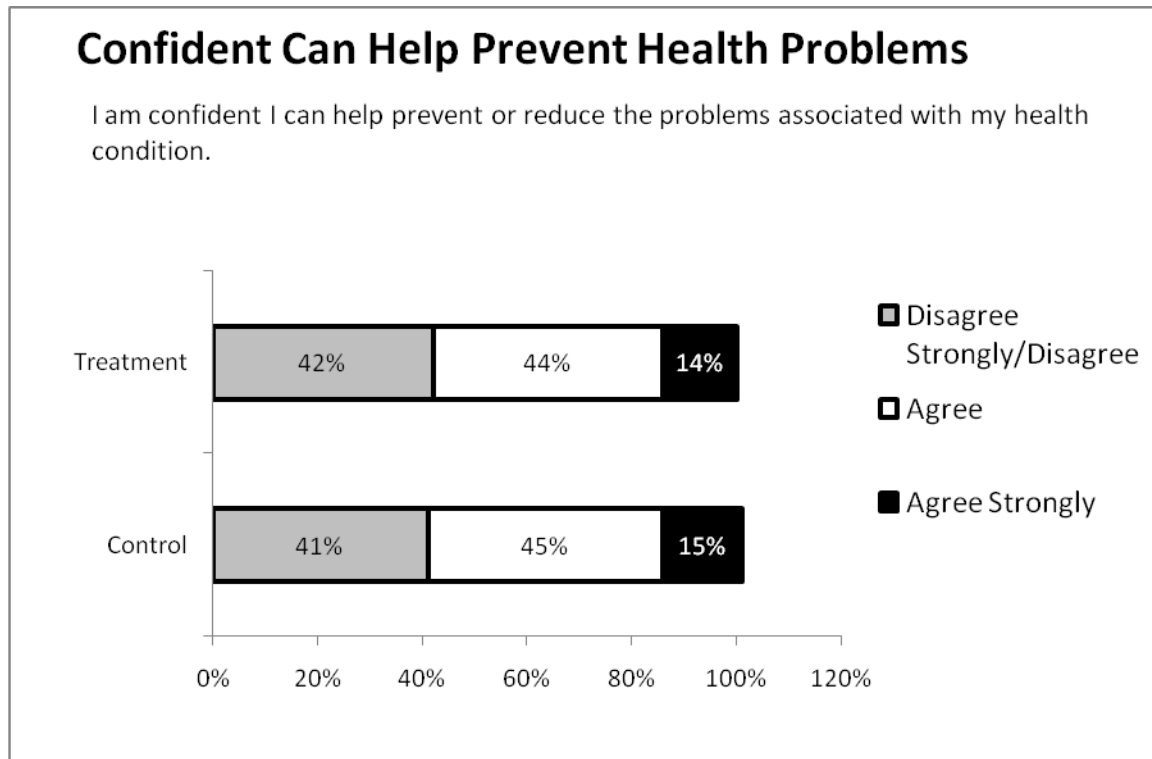
Results are based on 126 responses from the treatment group and 375 responses from the control group to this question. When weighted these responses represent 247 and 821 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Patient Activation Measure 13: Question 34***



Results are based on 122 responses from the treatment group and 375 responses from the control group to this question. When weighted these responses represent 239 and 821 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

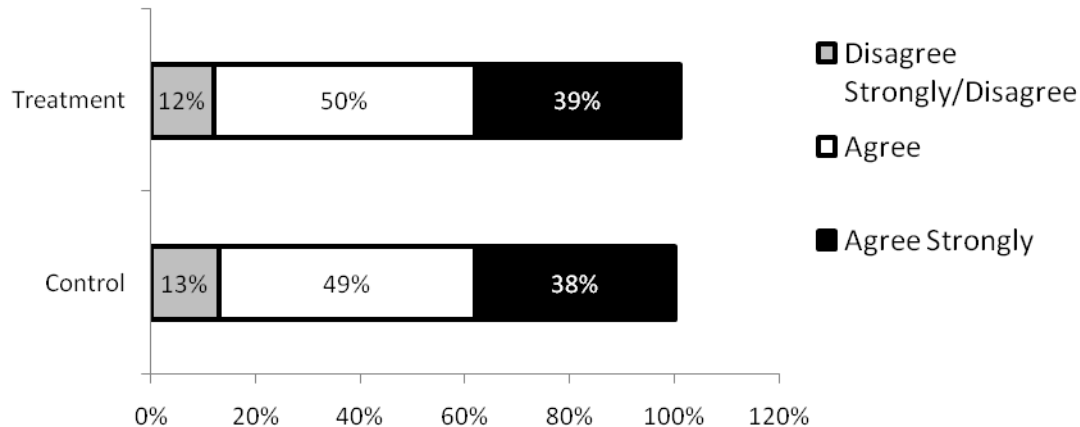
A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

Aging and Disability Services Administration Chronic Care Management Project Patient Activation Measure 13: Question 35 modified

Knows What Prescribed Medications Do

I know what each of my prescribed medications do.

The "N/A" response did not exceed 8% of the total responses and was ignored for statistical analysis and bar charts.



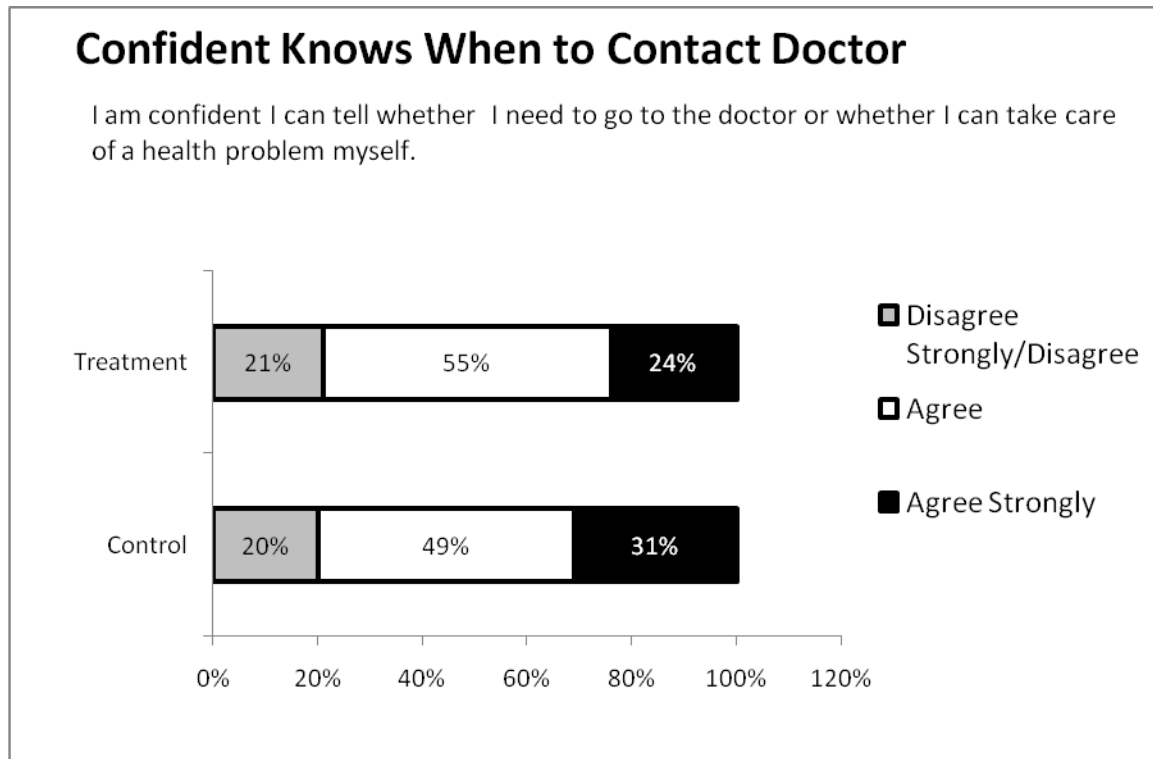
Results are based on 125 responses from the treatment group and 390 responses from the control group to this question. When weighted these responses represent 244 and 854 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Patient Activation Measure 13: Question 36***



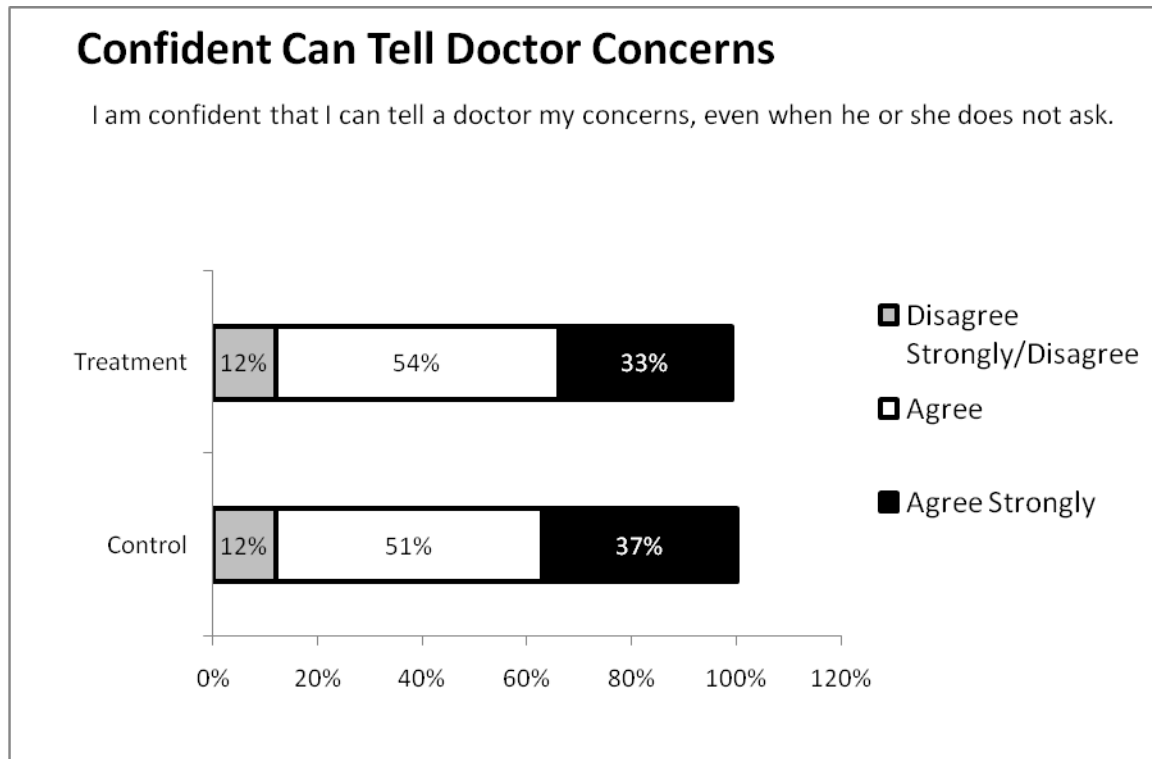
Results are based on 122 responses from the treatment group and 382 responses from the control group to this question. When weighted these responses represent 238 and 837 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Patient Activation Measure 13: Question 37***



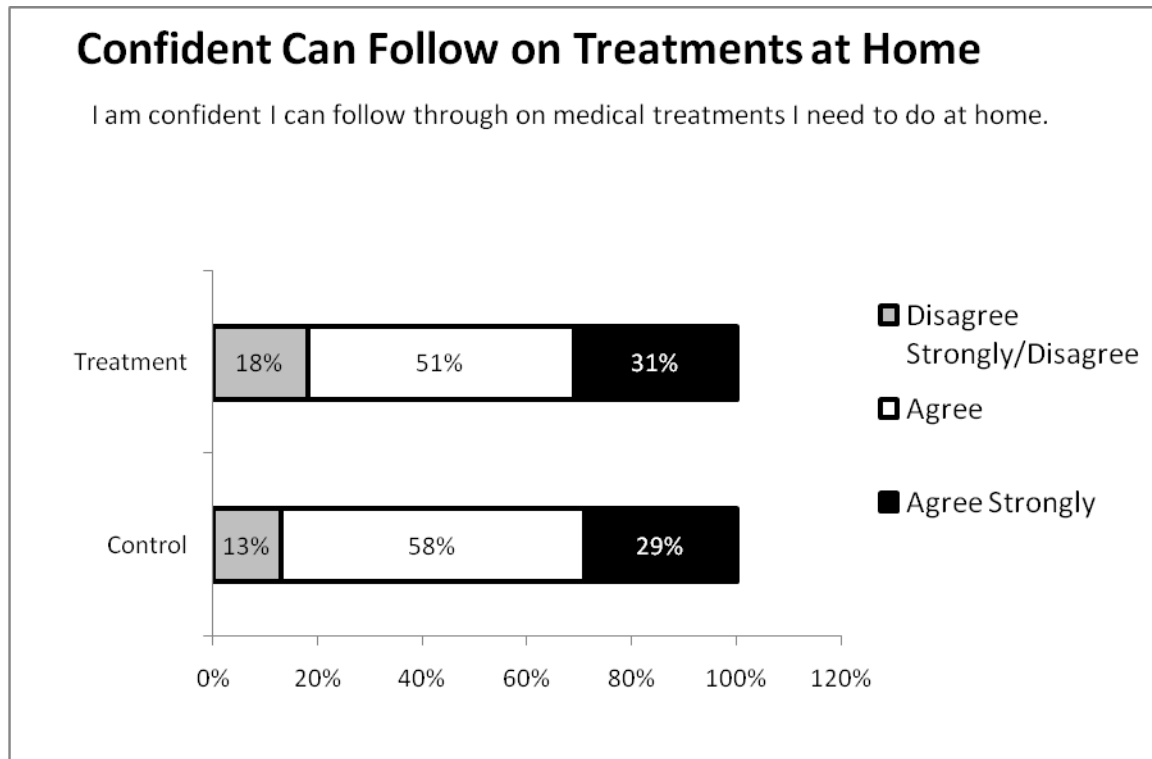
Results are based on 127 responses from the treatment group and 395 responses from the control group to this question. When weighted these responses represent 249 and 865 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Patient Activation Measure 13: Question 38***



Results are based on 121 responses from the treatment group and 379 responses from the control group to this question. When weighted these responses represent 236 and 830 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

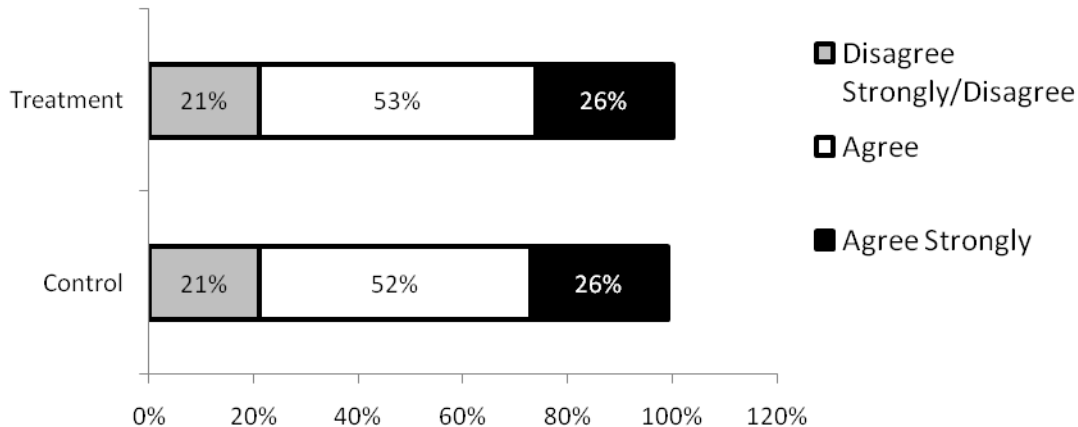
A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

Aging and Disability Services Administration Chronic Care Management Project Patient Activation Measure 13: Question 39 modified

Understand My Health Problems

I understand my health problems and what causes them.

The "N/A" response did not exceed 5% of the total responses and was ignored for statistical analysis and bar charts.



Results are based on 122 responses from the treatment group and 387 responses from the control group to this question. When weighted these responses represent 239 and 848 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

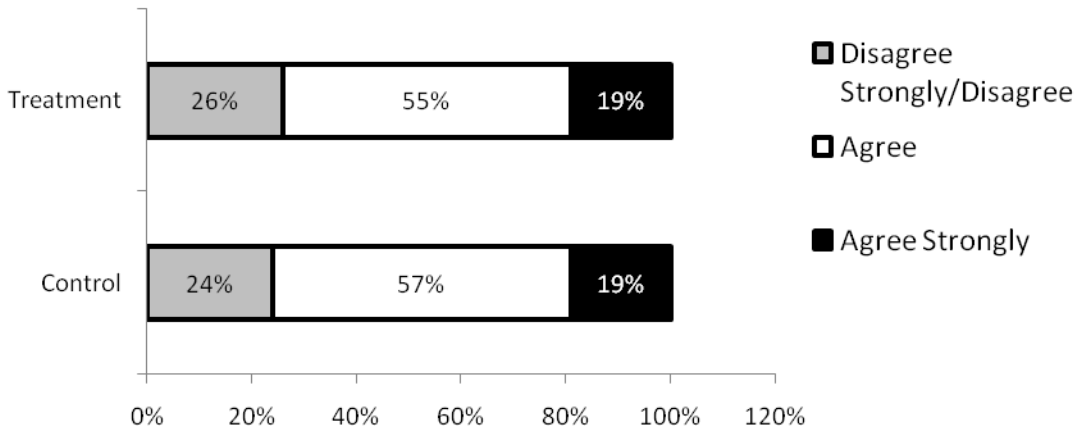
A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

Aging and Disability Services Administration Chronic Care Management Project Patient Activation Measure 13: Question 40 modified

Knows Available Treatments

I know what treatments are available for my health problems.

The "N/A" response did not exceed 8% of the total responses and was ignored for statistical analysis and bar charts.



Results are based on 119 responses from the treatment group and 387 responses from the control group to this question. When weighted these responses represent 233 and 848 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

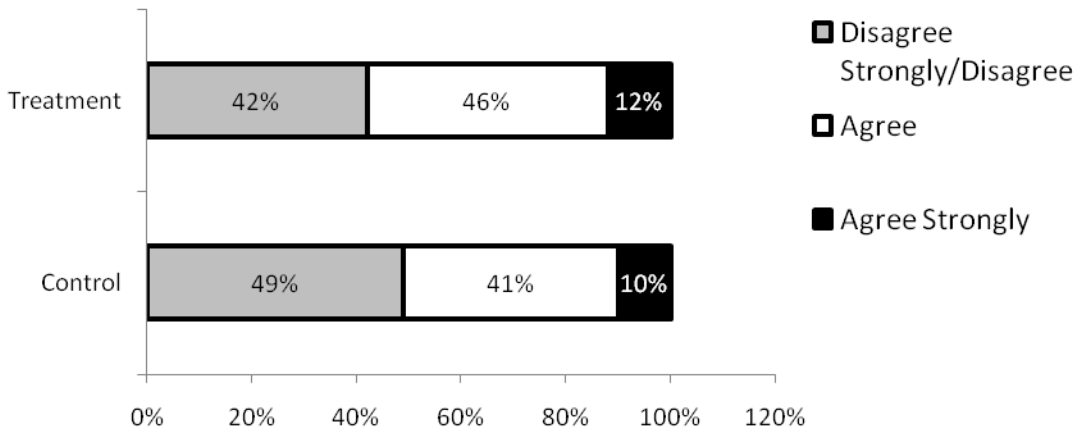
A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

Aging and Disability Services Administration Chronic Care Management Project Patient Activation Measure 13: Question 41 modified

Ability to Maintain Lifestyle Changes

I have been able to maintain (keep up with) lifestyle changes, like eating right or exercising.

The "N/A" response did not exceed 9% of the total responses and was ignored for statistical analysis and bar charts.



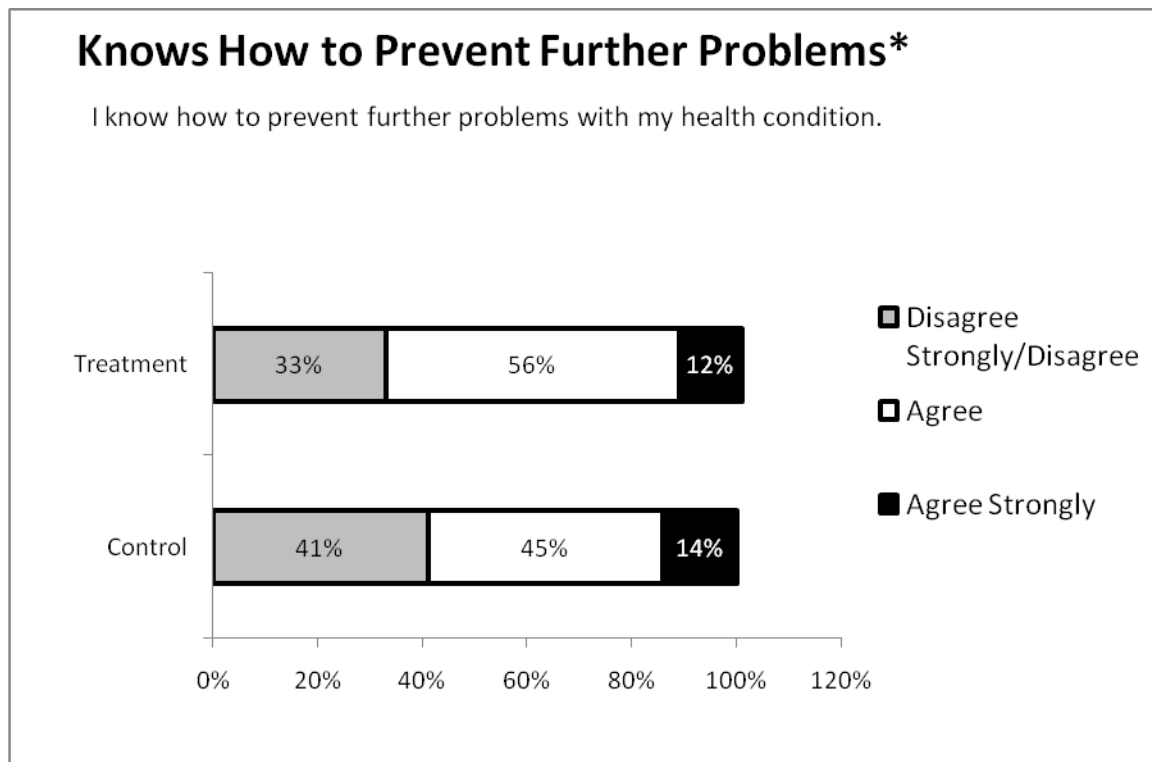
Results are based on 117 responses from the treatment group and 370 responses from the control group to this question. When weighted these responses represent 228 and 810 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

Aging and Disability Services Administration Chronic Care Management Project Patient Activation Measure 13: Question 42



*	Treatment and control responses differ significantly at the $p \leq 0.05$ level.
**	Treatment and control responses differ significantly at the $p \leq 0.01$ level.
***	Treatment and control responses differ significantly at the $p \leq 0.001$ level.

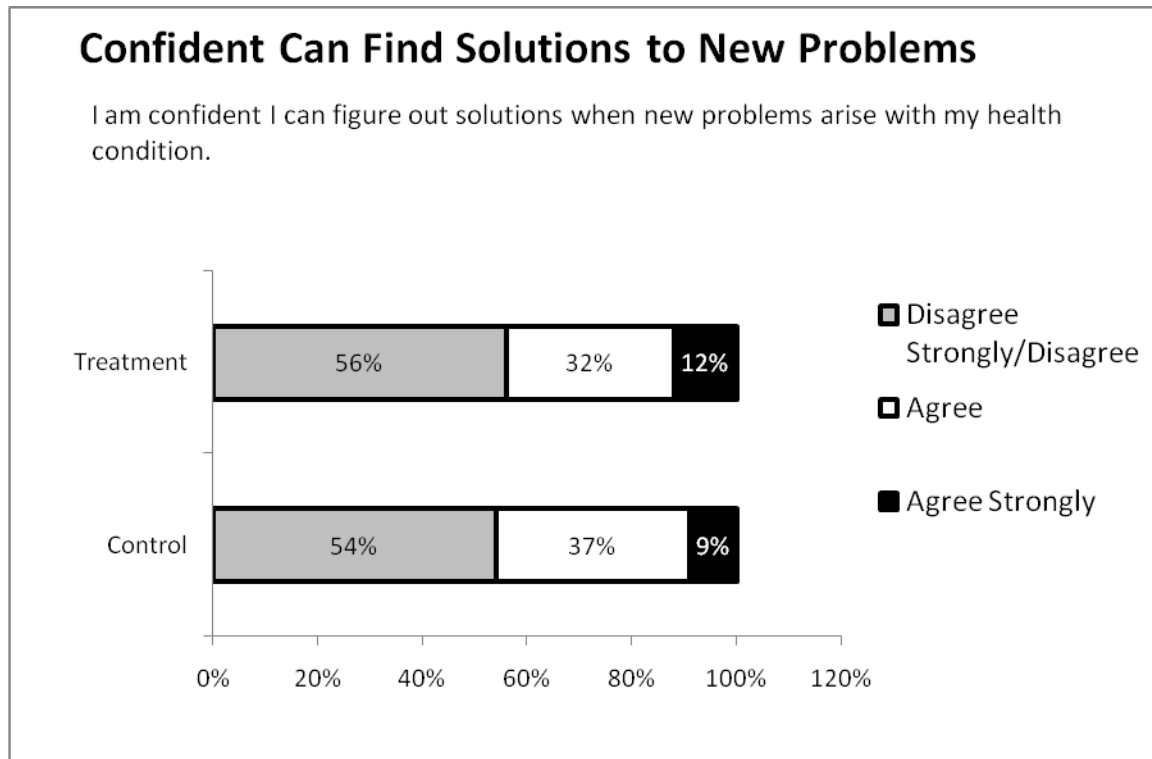
Results are based on 113 responses from the treatment group and 368 responses from the control group to this question. When weighted these responses represent 222 and 806 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Patient Activation Measure 13: Question 43***



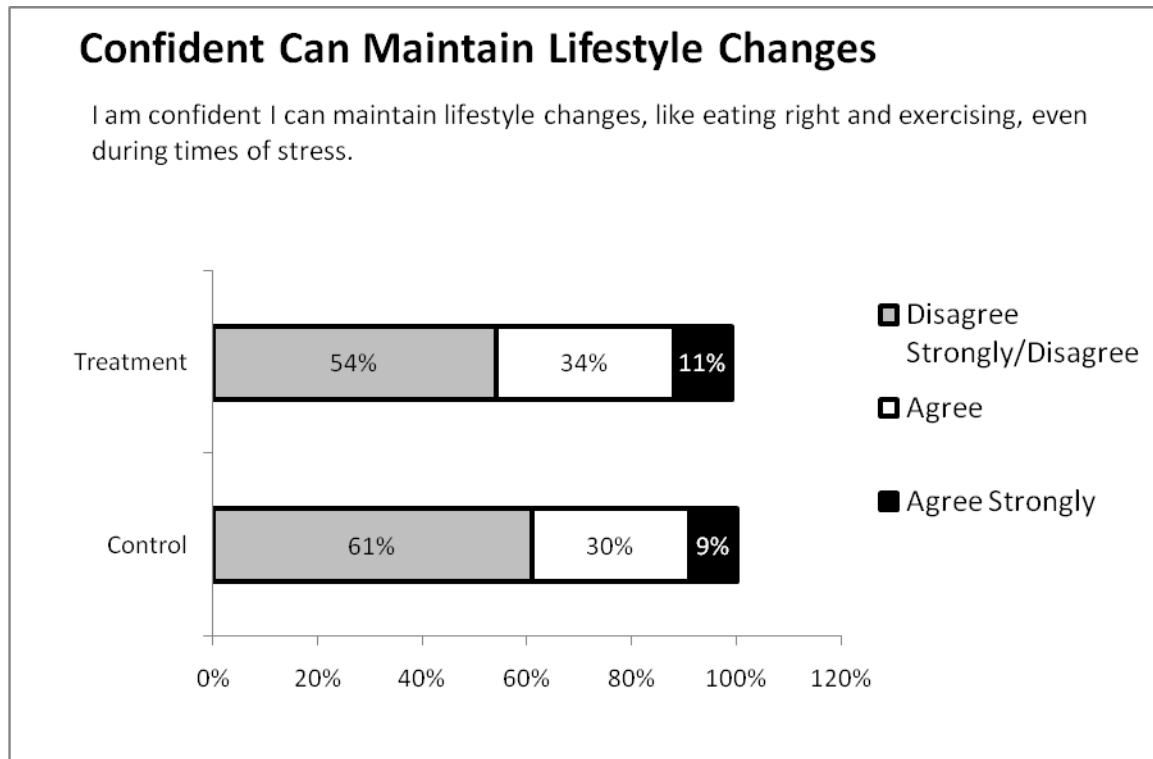
Results are based on 115 responses from the treatment group and 368 responses from the control group to this question. When weighted these responses represent 224 and 806 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Patient Activation Measure 13: Question 44***



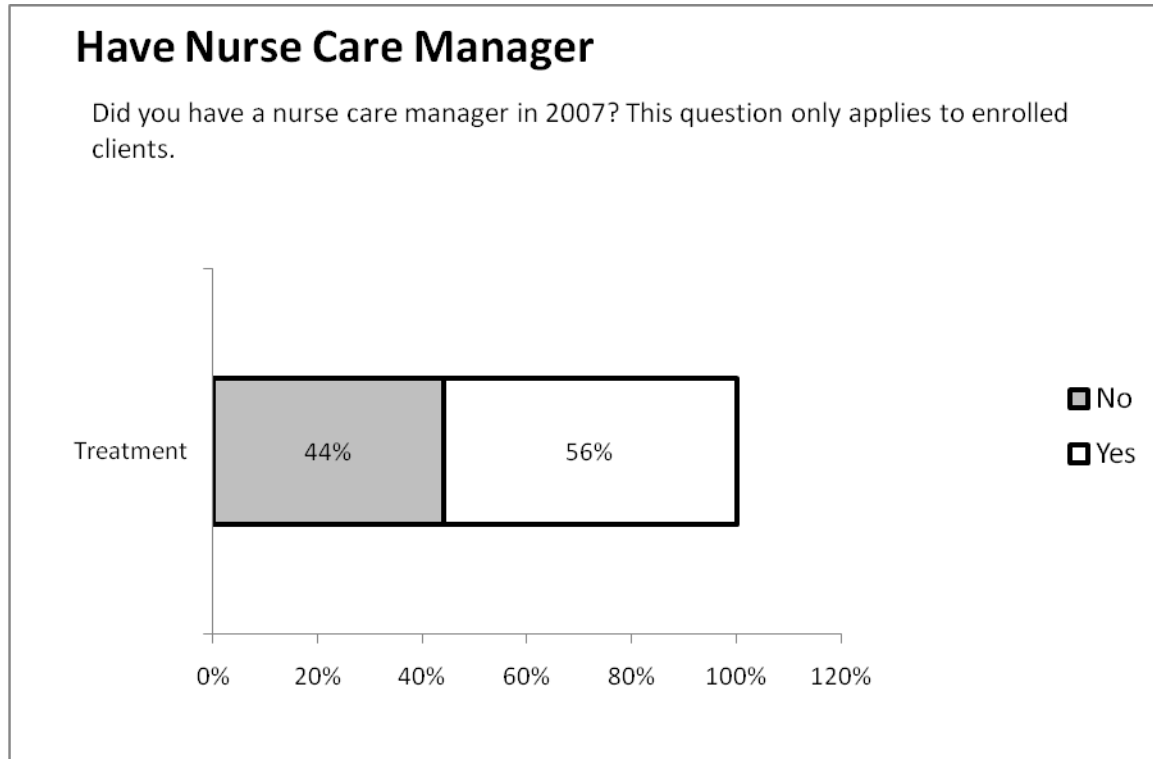
Results are based on 114 responses from the treatment group and 370 responses from the control group to this question. When weighted these responses represent 223 and 810 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Department of Social and Health Services
Nurse Care Manager: Question 22***



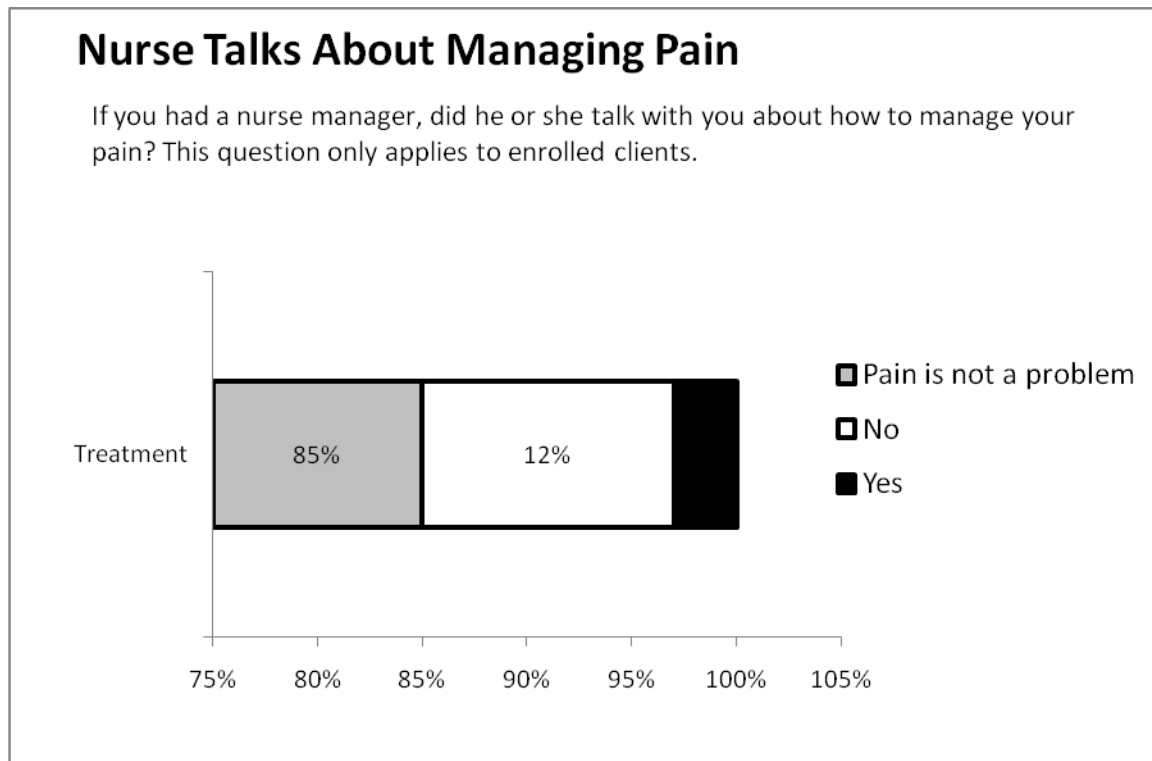
Results are based on 117 responses from the treatment group to this question. When weighted these responses represent 228 individuals in the treatment group.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Department of Social and Health Services
Nurse Care Manager: Question 23***



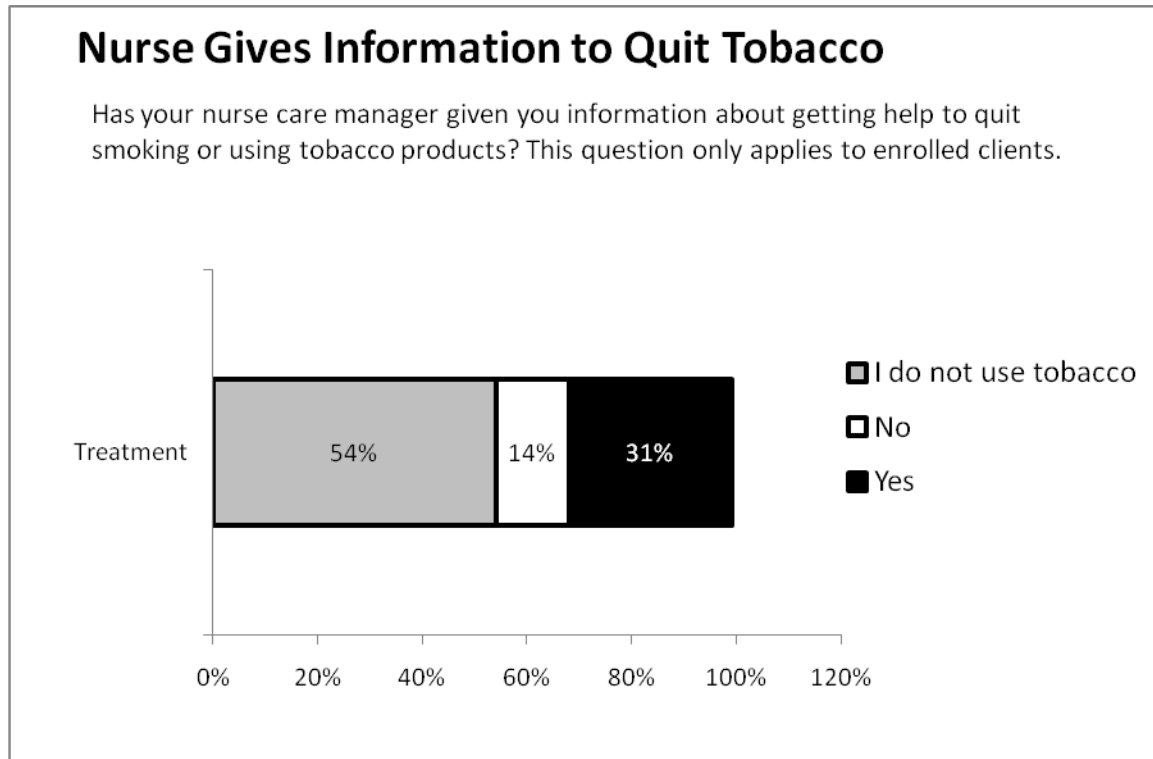
Results are based on 67 responses from the treatment group to this question. When weighted these responses represent 127 individuals in the treatment group.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Department of Social and Health Services
Nurse Care Manager: Question 25***



Results are based on 66 responses from the treatment group to this question. When weighted these responses represent 125 individuals in the treatment group.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

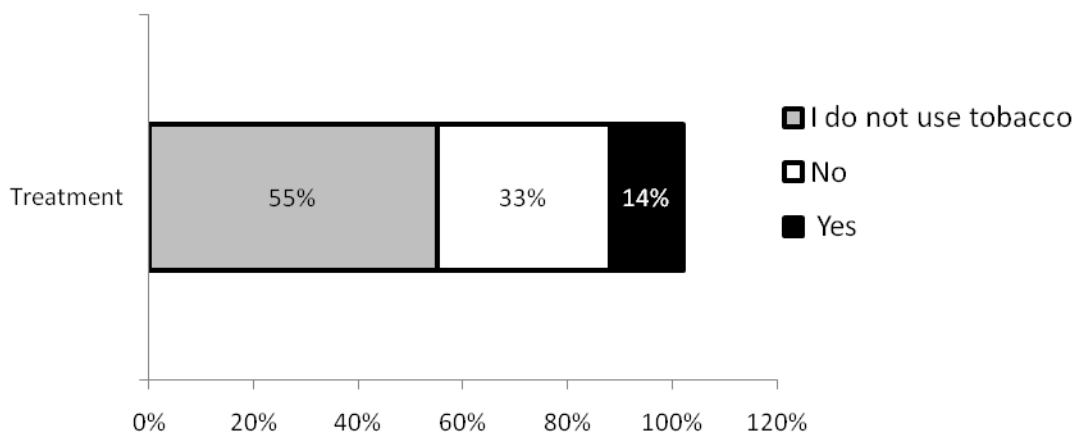
**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Department of Social and Health Services
Nurse Care Manager: Question 26***

Information to Quit Smoking Helped

Did the information you received from your nurse care manager help you reduce your smoking or use of tobacco products? This question only applies to enrolled clients.



Results are based on 67 responses from the treatment group and to this question. When weighted these responses represent 127 individuals in the treatment group.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

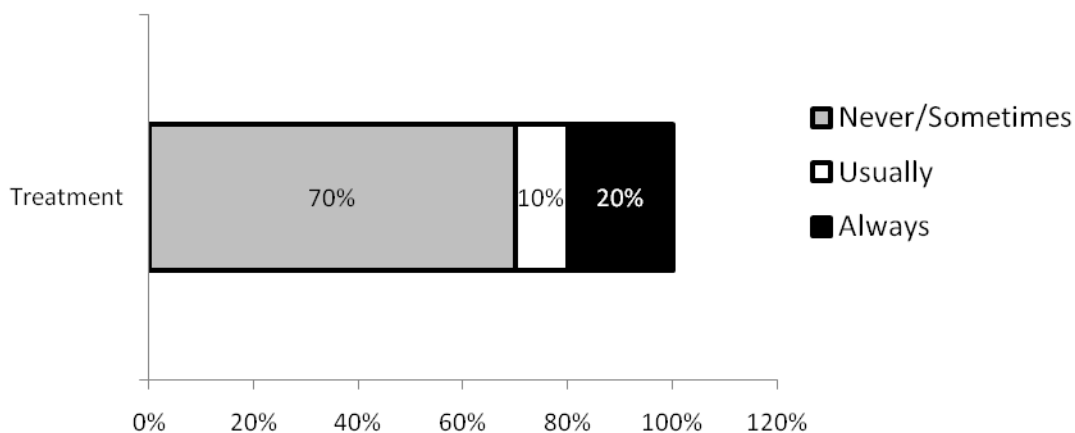
**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Department of Social and Health Services
Nurse Care Manager: Question 27***

How Often Nurse Was Helpful

In the last 6 months, how often did your nurse care manager give you the information or help you needed? This question only applies to enrolled clients.



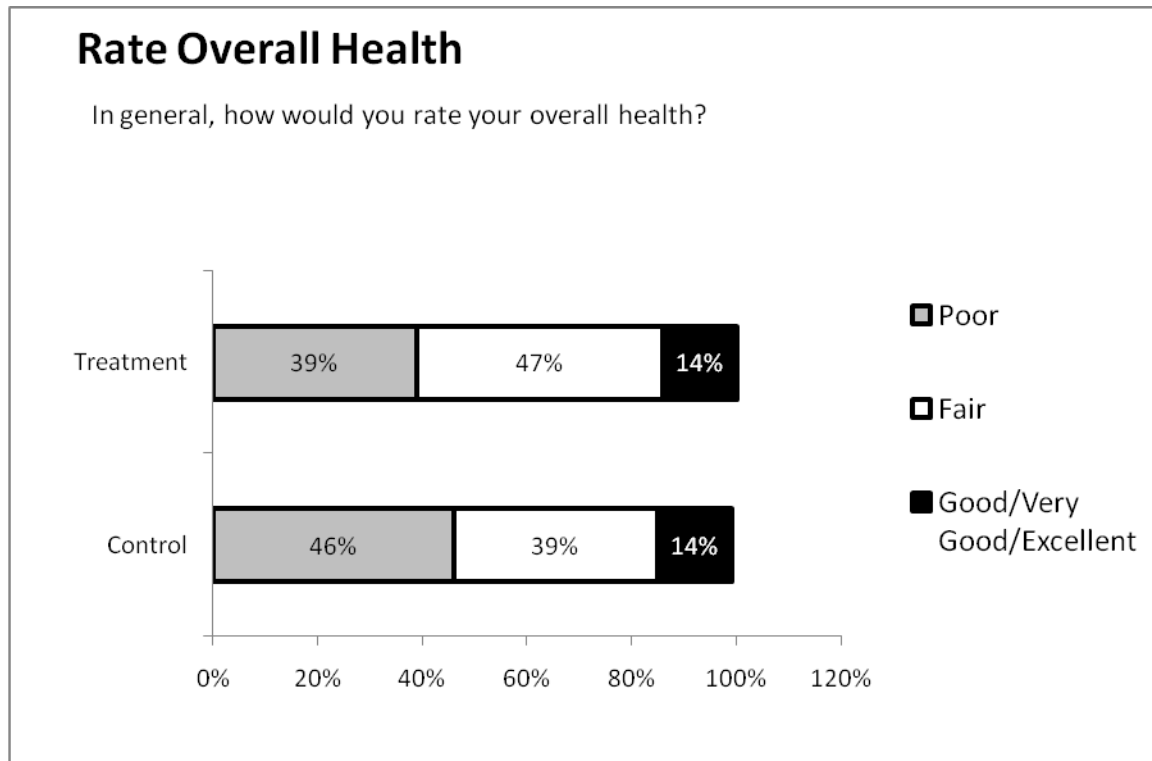
Results are based on 135 responses from the treatment group to this question. When weighted these responses represent 264 individuals in the treatment group.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

***Aging and Disability Services Administration
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Demographics: Question 45***



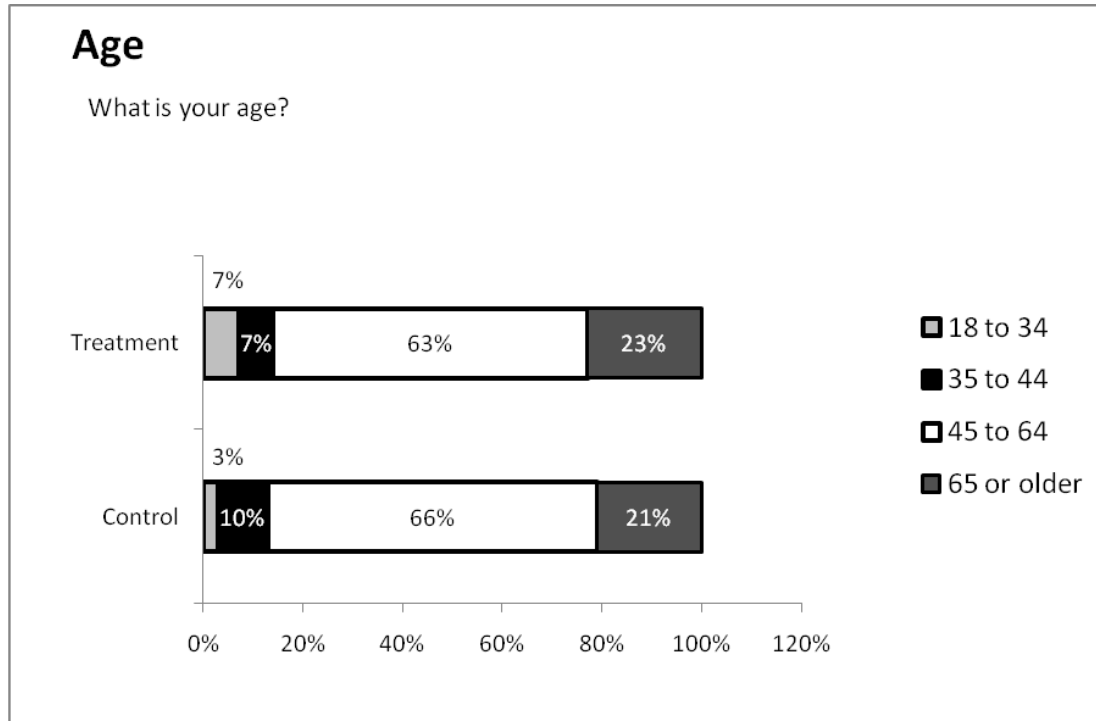
Results are based on 126 responses from the treatment group and 409 responses from the control group to this question. When weighted these responses represent 247 and 896 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.

Aging and Disability Services Administration Chronic Care Management Project Consumer Assessment of Healthcare Providers and Systems Demographics: Question 60



*	Treatment and control responses differ significantly at the $p \leq 0.05$ level.
**	Treatment and control responses differ significantly at the $p \leq 0.01$ level.
***	Treatment and control responses differ significantly at the $p \leq 0.001$ level.

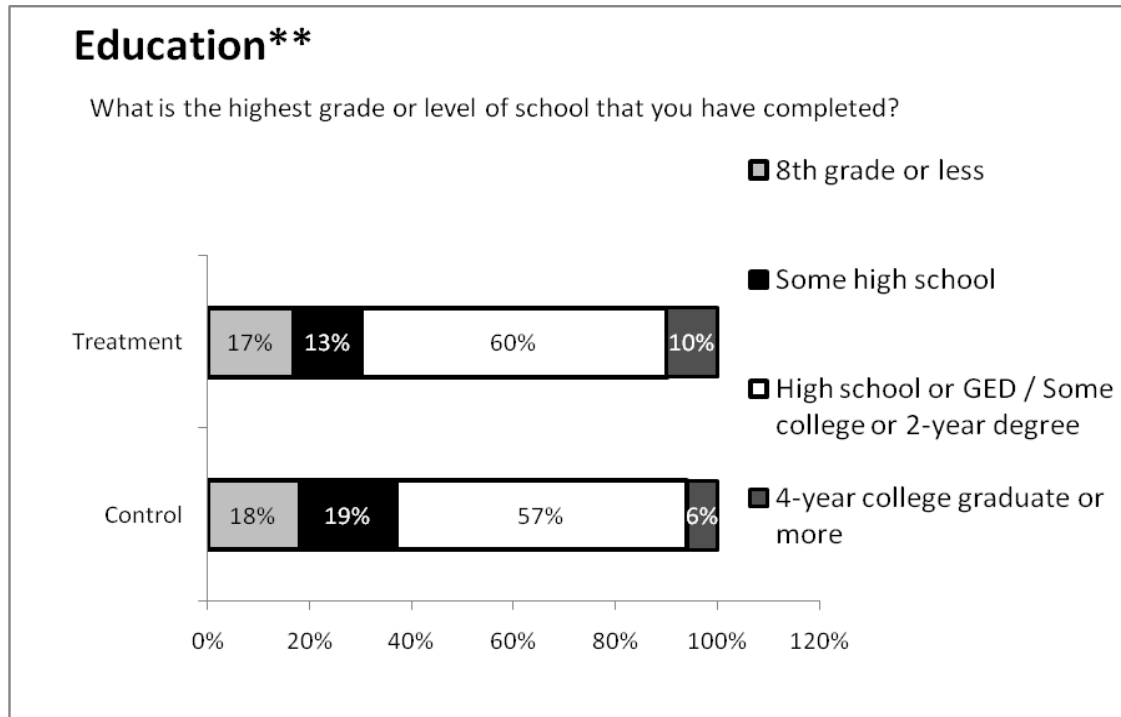
Results are based on 130 responses from the treatment group and 409 responses from the control group to this question. When weighted these responses represent 254 and 896 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

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Aging and Disability Services Administration Chronic Care Management Project Consumer Assessment of Healthcare Providers and Systems Demographics: Question 62



*	Treatment and control responses differ significantly at the $p \leq 0.05$ level.
**	Treatment and control responses differ significantly at the $p \leq 0.01$ level.
***	Treatment and control responses differ significantly at the $p \leq 0.001$ level.

Results are based on 129 responses from the treatment group and 401 responses from the control group to this question. When weighted these responses represent 252 and 878 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid Aging and Disability Services Administration Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://www.adsa.dshs.wa.gov/professional/hcs.htm>.